

<b>I. REFERENCES OF POTENTIAL INTEREST .....</b>	<b>3</b>
Dialog.....	3
<b>II. INVENTOR SEARCH RESULTS FROM DIALOG.....</b>	<b>4</b>
<b>III. TEXT SEARCH RESULTS FROM DIALOG - PATENTS.....</b>	<b>8</b>
A. Abstract Databases .....	8
B. Full-Text Databases .....	16
<b>IV. TEXT SEARCH RESULTS FROM DIALOG - NPL.....</b>	<b>25</b>
A. Abstract Databases .....	25
B. Full-text Databases .....	41
<b>V. ADDITIONAL RESOURCES SEARCHED .....</b>	<b>78</b>

## **I. References of Potential Interest**

Dialog

18/3,K/8 (Item 5 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2009 The IET. All rts. reserv.

07434032

Title: Service with a snarl [customer relationship management]

Authors(s): Vail, S.

Journal: Business & Technology, pp.42-3

Publisher: Reed Business Information

Country of Publication: UK

Publication Date: Nov. 1999

CODEN: BUTEFR

Language: English

Subfile(s): D (Information Technology for Business); E (Mechanical &  
Production Engineering)

INSPEC Update Issue: 1999-049

Copyright: 1999, IEE

Descriptors: electronic commerce; Internet; marketing

Identifiers: British companies; customer relationship  
management technology; customer communication; business  
communication; Internet based businesses; customer databases; cross-selling[Insert]

## **II. Inventor Search Results from Dialog**

? show files;ds;cost;logoff hold  
File 471:New York Times Fulltext 1980-2009/Oct 05  
(c) 2009 The New York Times  
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13  
(c) 2002 Gale/Cengage  
File 474:New York Times Abs 1969-2009/Oct 05  
(c) 2009 The New York Times  
File 475:Wall Street Journal Abs 1973-2009/Oct 05  
(c) 2009 The New York Times  
File 35:Dissertation Abs Online 1861-2009/Sep  
(c) 2009 ProQuest Info&Learning  
File 65:Inside Conferences 1993-2009/Oct 05  
(c) 2009 BLDSC all rts. reserv.  
File 99:Wilson Appl. Sci & Tech Abs 1983-2009/Sep  
(c) 2009 The HW Wilson Co.  
File 256:TecTrends 1982-2009/Sep W4  
(c) 2009 Info.Sources Inc. All rights res.  
File 2:INSPEC 1898-2009/Sep W4  
(c) 2009 The IET  
File 634:San Jose Mercury Jun 1985-2009/Sep 26  
(c) 2009 San Jose Mercury News  
File 610:Business Wire 1999-2009/Oct 05  
(c) 2009 Business Wire.  
File 613:PR Newswire 1999-2009/Oct 05  
(c) 2009 PR Newswire Association Inc  
File 810:Business Wire 1986-1999/Feb 28  
(c) 1999 Business Wire  
File 813:PR Newswire 1987-1999/Apr 30  
(c) 1999 PR Newswire Association Inc  
File 20:Dialog Global Reporter 1997-2009/Oct 04  
(c) 2009 Dialog  
File 996:Newsroom 2004  
(c) 2009 Dialog  
File 249:Mgt. & Mktg. Abs. 1976-2007Apr W5  
(c) 2007 Pira International  
File 9:Business & Industry(R) Jul/1994-2009/Oct 03  
(c) 2009 Gale/Cengage  
File 13:BAMP 2009/Oct 01  
(c) 2009 Gale/Cengage  
File 15:ABI/Inform(R) 1971-2009/Oct 03  
(c) 2009 ProQuest Info&Learning  
File 16:Gale Group PROMT(R) 1990-2009/Sep 09  
(c) 2009 Gale/Cengage  
File 75:TGG Management Contents(R) 86-2009/Sep W1

(c) 2009 Gale/Cengage  
 File 47:Gale Group Magazine DB(TM) 1959-2009/Sep 21  
 (c) 2009 Gale/Cengage  
 File 148:Gale Group Trade & Industry DB 1976-2009/Sep 16  
 (c) 2009 Gale/Cengage  
 File 160:Gale Group PROMT(R) 1972-1989  
 (c) 1999 The Gale Group  
 File 275:Gale Group Computer DB(TM) 1983-2009/Sep 03  
 (c) 2009 Gale/Cengage  
 File 485:Accounting & Tax DB 1971-2009/Sep W4  
 (c) 2009 ProQuest Info&Learning  
 File 621:Gale Group New Prod.Annou.(R) 1985-2009/Aug 26  
 (c) 2009 Gale/Cengage  
 File 635:Business Dateline(R) 1985-2009/Oct 05  
 (c) 2009 ProQuest Info&Learning  
 File 636:Gale Group Newsletter DB(TM) 1987-2009/Sep 09  
 (c) 2009 Gale/Cengage  
 File 570:Gale Group MARS(R) 1984-2009/Sep 09  
 (c) 2009 Gale/Cengage  
 File 624:McGraw-Hill Publications 1985-2009/Oct 05  
 (c) 2009 McGraw-Hill Co. Inc  
 File 56:Computer and Information Systems Abstracts 1966-2009/Sep  
 (c) 2009 CSA.  
 File 430:British Books in Print 2007/Jan W3  
 (c) 2007 J. Whitaker & Sons Ltd.  
 File 426:LCMARC-Books 1968-2009/Sep W4  
 (c) format only 2009 Dialog  
 File 483:Newspaper Abs Daily 1986-2009/Oct 04  
 (c) 2009 ProQuest Info&Learning  
 File 120:U.S. Copyrights 1978-2009/Sep 29  
 (c) format only 2009 Dialog  
 File 347:JAPIO Dec 1976-2009/Jun(Updated 090923)  
 (c) 2009 JPO & JAPIO  
 File 348:EUROPEAN PATENTS 1978-200940  
 (c) 2009 European Patent Office  
 File 349:PCT FULLTEXT 1979-2009/UB= 20091001|UT= 20090924  
 (c) 2009 WIPO/Thomson  
 File 350:Derwent WPIX 1963-2009/UD= 200963  
 (c) 2009 Thomson Reuters  
 File 371:French Patents 1961-2002/BOPI 200209  
 (c) 2002 INPI. All rts. reserv.

Set	Items	Description
S1	4	AU= (HAUGHWOUT J? OR HAUGHWOUT, J? OR HAUGHWOUT(2N)(JIM OR - JAMES))
S2	4	S1 FROM 347,348,349,350,371
S3	4	RD (unique items)
S4	4	IDPAT (sorted in duplicate/non-duplicate order)

S5            3   IDPAT (primary/non-duplicate records only)

5/AN,AZ,TI/1    (Item 1 from file: 350)  
DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.  
0012470008  
Smart automated call transfer process for call center in which caller is  
presented with sales pitch to which they are most likely to respond  
Original Titles:  
Smart transfer  
TRANSFERT INTELLIGENT  
Local Applications (No Type Date): WO 2001US22769 A 20010720; AU  
200177009 A 20010720; AU 2001277009 A 20010720  
Priority Applications (no., kind, date): US 2000233637 P 20000918; US  
2001819899 A 20010329

5/AN,AZ,TI/2    (Item 2 from file: 350)  
DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.  
0000939066  
Surface temperature control system - uses pressurised gases to permeate  
through porous surface to melt snow etc.  
Original Titles:  
System for comfortable, year-long use as an athletic playing surface,  
pedestrian mall, or the like  
Local Applications (No Type Date): US 1973399171 A 19730920; US  
1974479090 A 19740613; US 1974479090 A 19740613  
Priority Applications (no., kind, date): US 1973399171 A 19730920; US  
1974479090 A 19740613

5/AN,AZ,TI/3    (Item 3 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.  
00891728  
SMART TRANSFER  
TRANSFERT INTELLIGENT  
Application:            WO 2001US22769 20010720 (PCT/WO US0122769)  
Parent Application/Grant:  
Related by Continuation to: US Not furnished (CON)

5/3,K/1 (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2009 Thomson Reuters. All rts. reserv.

0012470008 - Drawing available  
WPI ACC NO: 2002-416390/200244  
XRPX Acc No: N2002-327659

Smart automated call transfer process for call center in which caller is  
presented with sales pitch to which they are most likely to respond

Patent Assignee: AMERICA ONLINE INC (AMON-N)

Inventor: HAUGHWOUT J P

Patent Family (3 patents, 94 countries)

Patent Application

Number	Kind	Date	Number	Kind	Date	Update
WO 2002025909	A2	20020328	WO 2001US22769	A	20010720	200244 B
AU 200177009	A	20020402	AU 200177009	A	20010720	200252 E
AU 2001277009	A8	20051006	AU 2001277009	A	20010720	200612 E

Priority Applications (no., kind, date): US 2000233637 P 20000918; US  
2001819899 A 20010329

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing	Notes
--------	------	-----	----	-----	--------	-------

WO 2002025909	A2	EN	49	12		
---------------	----	----	----	----	--	--

National Designated States,Original: AE AG AL AM AT AU AZ BA BB BG BR BY

BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID

IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ

NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Regional Designated States,Original: AT BE CH CY DE DK EA ES FI FR GB GH

GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200177009	A	EN			Based on OPI patent	WO 2002025909
--------------	---	----	--	--	---------------------	---------------

AU 2001277009	A8	EN			Based on OPI patent	WO 2002025909
---------------	----	----	--	--	---------------------	---------------

Inventor: HAUGHWOUT J P

Examiner:

### **III. Text Search Results from Dialog - Patents**

#### **A. Abstract Databases**

? show files;ds;cost;logoff hold

File 347:JAPIO Dec 1976-2009/Jun(Updated 090923)

(c) 2009 JPO & JAPIO

File 350:Derwent WPIX 1963-2009/UD= 200963

(c) 2009 Thomson Reuters

File 371:French Patents 1961-2002/BOPI 200209

(c) 2002 INPI. All rts. reserv.

Set	Items	Description
S1	544052	ALES()(PITCH OR TALK)OR SOLICITATION OR OFFER OR AD OR ADV- ERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING OR PLUG OR PROMO OR COMMERCIAL
S2	544062	SALES()(PITCH OR TALK)OR SOLICITATION OR OFFER OR AD OR AD- VERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING OR PLUG OR PROMO OR COMMERCIAL
S3	544052	SALES()(PITCH OR TALK)OR SOLICITATION OR OFFER OR AD OR AD- VERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING OR PLUG OR PROMO OR COMMERCIAL
S4	967	HELPDESK OR HELPDESKS OR PHONECENTER OR PHONECENTERS OR (S- ERVICE OR HELP??? OR ASSIST? OR SUPPORT OR USER)()(DESK OR DE- SKS OR CENTER OR CENTERS OR CENTRE OR CENTRES) OR (CUSTOMER OR TECHNICAL OR TECH)()(CARE OR SUPPORT OR ASSISTANCE)
S5	77703	CALLER OR CALLERS OR CALLING()(PARTY OR PARTIES) OR CALL()- (ORIGINATOR OR ORIGINATORS) OR CUSTOMER OR CUSTOMERS OR USER - OR USERS OR PHONER OR PHONERS OR TELEPHONER OR TELEPHONERS
S6	64	(OPT OR OPTED OR OPTING)()OUT OR (REQUEST??? OR ASK???) (2N- )((NO OR "NOT" OR STOP)(2W)(CALL OR CALLS OR CALLING OR S3))
S7	3597	(BAD OR MIS OR INAPPROPRIATE)()(BEHAVIOR OR BEHAVIOUR OR R- ESPONSE OR RESPONSES OR REACTION OR REACTIONS) OR MISBEHAV? OR ARGU??? OR FIGHT??? OR ABUS??? OR (LOSE OR LOSING OR LOST)()- CONTROL OR ANGER OR ANGRY OR SWEAR??? OR CURS??? OR YELL??? OR SHOUT??? OR SCREAM???
S8	24203	DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR DB OR KNOWLEDGBASE OR KNOWLEDGBASES OR MASTERFILE OR MASTE- RFILES OR MASTER() (FILE OR FILES)
S9	110	S3(10N)(S4(7N)S5)
S10	10	S5(5N)S6
S11	36	S7(7N)S8
S12	0	S9(S)S10(S)S11
S13	0	S9(S)(S10 OR S11)
S14	173	S3(10N)S4(10N)S5
S15	131	S8(S)(S6 OR S7)

S16	0	S14 AND S15
S17	0	S2(S)S3(S)S4(S)S5(S)S6(S)S7
S18	696	S2 AND S7 AND (S5 OR S6)
S19	4	S3(S)S4(S)S18
S20	695	S3(S)S18
S21	10	S4 AND S20
S22	330	S2(S)S7(S)(S5 OR S6)
S23	330	S22(S)(S3 OR S4)
S24	90	S2(10N)S7(10N)(S5 OR S6)
S25	0	S3(S)S4(S)S24
S26	1	S3(S)S4(S)S23
S27	244	S2(10N)S4
S28	152	S27(S)(S5 OR S6)
S29	152	S28(S)(S3 OR S7)
S30	119	S27(10N)(S5 OR S6)
S31	119	S3(S)S30
S32	0	S7(S)S30
S33	119	S3(7N)S30
S34	323	S2(10N)S3(10N)S4
S35	201	S34(S)(S5 OR S6)
S36	0	S5(S)S6(S)S34
S37	1	S7(S)S35
S38	10	S19 OR S21 OR S26 OR S37
S39	10	IDPAT (sorted in duplicate/non-duplicate order)
S40	10	IDPAT (primary/non-duplicate records only)

40/AN,AZ,TI/1 (Item 1 from file: 350)  
 DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.  
 0019333344  
 Promise management service fulfillment providing system, has terminal  
 issuing certification mark, periodically confirming appointment performance  
 on written oath and managing fulfillment of promise of user  
 Original Titles:  
 System and the method for providing the fulfillment of a promise management service.  
 Local Applications (No Type Date): KR 20081971 A 20080108  
 Priority Applications (number, kind, date): KR 20081971 A 20080108

40/AN,AZ,TI/2 (Item 2 from file: 350)  
 DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.  
 0019023314  
 Synonymity service communication terminal controlling method, involves  
 receiving predetermined restricted service about user from arbitrary web  
 server, and transmitting unique identifying information to predetermined center server  
 Original Titles:  
 METHOD AND APPARATUS TO GET CONSENT USING WIRELESS INTERNET PROTOCOL  
 Local Applications (No Type Date): KR 2007107483 A 20071024



Priority Applications (number, kind, date): KR 2007107483 A 20071024

40/AN,AZ,TI/3 (Item 3 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0018956006

Electronic trading system manages and delivers electronic document contained in archive according to user application, so as to control import and export operation corresponding to trade service

Original Titles:

System and control method for intelligent trading business

Local Applications (No Type Date): KR 20076973 A 20070123

Priority Applications (number, kind, date): KR 20076973 A 20070123

40/AN,AZ,TI/4 (Item 4 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0018813561

On-board equipment for displaying traffic and safety signals in vehicle, uses e.g. dedicated short range communication (DSRC) terminal, to receive and process traffic and safety signals from local controller at e.g. road intersection

Original Titles:

The On Board Equipment(OBE) that displayable of Traffic and Safety Signal.

Local Applications (No Type Date): KR 20094372 A 20090120

Priority Applications (number, kind, date): KR 20094372 A 20090120

40/AN,AZ,TI/5 (Item 5 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0018720550

Mobile communication terminal, has direct connection part attempting call connection with telephone number designated by specific service object while selecting direct connection about specific service object under displayed state

Original Titles:

METHOD OF PROVIDING DIRECT CONNECTION SERVICE AND SYSTEM FOR PERFORMING THE SAME

DIRECT CONNECTION SERVICE OFFERING METHOD AND A SYSTEM FOR IMPLANTING THE SAME FOR REDUCING A TIME FOR SEARCHING A TELEPHONE NUMBER

Local Applications (No Type Date): KR 200749672 A 20070522; KR 200749672 A 20070522

Priority Applications (number, kind, date): KR 200749672 A 20070522

40/AN,AZ,TI/6 (Item 6 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0018712017

Operating system, has main control station that is displayed whenever user

visits predetermined website, and spherical or elliptical-shaped guide window arranged in middle of main control station

Original Titles:

The implementation system or the formation of the net-working program for a systematic search and classification and storage and a effective web-surfing onto the on-line and off-line

Local Applications (No Type Date): KR 200727431 A 20070321

Priority Applications (number, kind, date): KR 200727431 A 20070321

40/AN,AZ,TI/7 (Item 7 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0018694360

Video call base guideline service providing system for e.g. traffic signal guide system, has subscriber information management server linked with video call customer service center system and storing information in service subscriber

Original Titles:

System and method for providing guide service based on image call

SYSTEM AND A METHOD FOR PROVIDING A GUIDE SERVICE ON THE BASIS OF A VIDEO CALL, PARTICULARLY FOR ENABLING THE VISUALLY HANDICAPPED, THE CHILD OR THE OLD TO RECEIVE ONE TO ONE INTERACTIVE HELP SERVICE FROM A SERVICE CENTER SYSTEM WITH RESPECT TO INCONVENIENCE IN A GENERAL LIFE

Local Applications (No Type Date): KR 200737181 A 20070416; KR 200737181

A 20070416

Priority Applications (number, kind, date): KR 200737181 A 20070416

40/AN,AZ,TI/8 (Item 8 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0017680509

System and method for preventing software and hardware with communication condition / function from being embezzled

Original Titles:

System and method for preventing the theft of software and hardware with communication condition/function

Local Applications (No Type Date): CN 200610201096 A 20061116

Priority Applications (number, kind, date): CN 200510096358 A 20051116

40/AN,AZ,TI/9 (Item 9 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0013365697

Method for providing character chatting service using mobile communication device

Local Applications (No Type Date): KR 200144064 A 20010721

Priority Applications (number, kind, date): KR 200144064 A 20010721

40/AN,AZ,TI/10 (Item 10 from file: 350)  
DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.  
0011104904  
Online advertisement distribution system for commercial  
applications, transmits distribution data having specific musical pieces  
combined with advertising message, to user terminal  
Original Titles:  
ADVERTISEMENT DELIVERY SYSTEM  
SYSTEM FOR DISTRIBUTING ADVERTISEMENT  
Advertisement distribution system  
Local Applications (No Type Date): US 2001851518 A 20010508; KR 200125196  
A 20010509; JP 2001115325 A 20010413; KR 200125196 A 20010509  
Priority Applications (number, kind, date): JP 2000137363 A 20000510; JP  
2000318172 A 20001018; JP 2001115325 A 20010413

40/3,K/10 (Item 10 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2009 Thomson Reuters. All rts. reserv.

0011104904 - Drawing available  
WPI ACC NO: 2002-040789/200205  
XRPX Acc No: N2002-030255

Online advertisement distribution system for commercial  
applications, transmits distribution data having specific musical pieces  
combined with advertising message, to user terminal

Patent Assignee: MATSUKAWA Y (MATS-I)

Inventor: MATSUKAWA Y

Patent Family (4 patents, 3 countries)

Patent Application

Number	Kind	Date	Number	Kind	Date	Update
US 20010042017	A1	20011115	US 2001851518	A	20010508	200205 B
KR 2001105167	A	20011128	KR 200125196	A	20010509	200233 E
JP 2002196772	A	20020712	JP 2001115325	A	20010413	200261 E
KR 833531	B1	20080529	KR 200125196	A	20010509	200870 E

Priority Applications (number, kind, date): JP 2000137363 A 20000510; JP  
2000318172 A 20001018; JP 2001115325 A 20010413

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing	Notes
--------	------	-----	----	-----	--------	-------

US 20010042017	A1	EN	16	7		
----------------	----	----	----	---	--	--

JP 2002196772	A	JA	14			
---------------	---	----	----	--	--	--

KR 833531	B1	KO			Previously issued patent	KR 2001105167
-----------	----	----	--	--	--------------------------	---------------

Original Titles:

ADVERTISEMENT DELIVERY SYSTEM...

...SYSTEM FOR DISTRIBUTING ADVERTISEMENT...

...Advertisement distribution system

Alerting Abstract ...NOVELTY - A service center (3) has a  
data base to store several types of distribution data having specific  
musical pieces combined with an advertising message, and specific  
image data combined with an advertising image and message. A  
service center transmits the stored distribution data to  
user terminal (5) through internet and transmits distribution data  
selected by user from the data base at the request of a user.

USE - For commercial applications such as for distributing digital  
contents such as musical pieces, moving and still pictures along with  
advertising data such as commercial messages of companies,  
departmental stores through internet...

...ADVANTAGE - Enables user who down loads the music data or image  
data to listen or watch automatically played advertising message or  
image, when the musical piece or image is played and thus provides an  
advertisement distribution system which is beneficial to users,  
advertisers and owners of the digital content vitalizes information

and communication industry and enhances advertisement effect of the company...

...DESCRIPTION OF DRAWINGS - The figure shows the block diagram of overall constitution of an advertisement distribution system...

Original Abstracts:

It is profitable to user, advertiser, and author as to the construction of the system doing the advertisement-information matched with the digital contents etc. with basin. The advertisement distribution system which can be comprised the activation of the info-communications industry according to that is provided. Distributing data allotted from the service center (3) in the user terminal (5) are comprised of the musical piece which synthesizes the advertising tone nature in the specific pieces of music which enterprise selects for the propaganda advertising and formed. Concretely, the advertising tone nature is most partly most overlapped on the rear part with the front part and it is comprised. For this, if the musical piece is revived, the advertising tone anger can can be heard with the pieces of music. Advertisement, and the system for distributing. Image 1/1...

...A system for distributing advertising information with digital contents is provided. The advertisement distribution system is beneficial to users, advertisers and owners of the digital contents and helps to vitalize the information and communication industry. Distribution data transmitted to a user terminal from a service center are constituted as music data formed by combining an advertising message with a specific musical piece selected by the company for advertisement. Specifically the advertisement message partly overlays the first part and the last part of the musical piece. Thereby, when the music data are played, the advertising message is also played with the musical piece.

Claims:

[CLAIM 1] The advertisement distribution system, wherein the advertising tone nature or the advertisement image the musical piece synthesizing the advertising tone nature in the specific pieces of music, the storage device memorizing the plural species both sides of video data synthesizing one side at least of the advertisement image and advertising tone nature or one side in the specific image as basin data, and the transmission...

...music or image in order to be seperable; and it is automatically separated from the advertising tone nature or the advertisement image from the pieces of music or image after being watched to the times in...

...data memorized in the storage device through the communications line of the , predetermined in the user terminal; it extracts distributing data which user selects according to the demand inputted from this

user terminal through the communications line from the storage device; and it transmits a message through the communications line in the user terminal...

**< removed unnecessary information >**

...What is claimed is: **1**. An advertisement distribution system comprising a storage means for storing, as distribution data in a plurality of types, both or one of music data including a specific musical piece combined with an advertising message and image data including a specific image combined with at least one of an advertising image and an advertising message, and a transmission means for transmitting the type of the distribution data stored in the storage means to a user terminal via a predetermined communication line, and at the request of a user inputted from the user terminal via the communication line, extracting the distribution data selected by the user from the storage means to transmit to the user terminal via the communication line.

## B. Full-Text Databases

? show files;ds;cost;logoff hold

File 348:EUROPEAN PATENTS 1978-200940

(c) 2009 European Patent Office

File 349:PCT FULLTEXT 1979-2009/UB= 20091001|UT= 20090924

(c) 2009 WIPO/Thomson

Set	Items	Description
S1	701418	SALES()(PITCH OR TALK)OR SOLICITATION OR OFFER OR AD OR AD- VERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING OR PLUG OR PROMO OR COMMERCIAL
S2	701418	SALES()(PITCH OR TALK)OR SOLICITATION OR OFFER OR AD OR AD- VERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING OR PLUG OR PROMO OR COMMERCIAL
S3	7126	HELPDESK OR HELPDESKS OR PHONECENTER OR PHONECENTERS OR (S- ERVICE OR HELP??? OR ASSIST? OR SUPPORT OR USER)()(DESK OR DE- SKS OR CENTER OR CENTERS OR CENTRE OR CENTRES) OR (CUSTOMER OR TECHNICAL OR TECH)()(CARE OR SUPPORT OR ASSISTANCE)
S4	221522	CALLER OR CALLERS OR CALLING()(PARTY OR PARTIES) OR CALL()- (ORIGINATOR OR ORIGINATORS) OR CUSTOMER OR CUSTOMERS OR USER - OR USERS OR PHONER OR PHONERS OR TELEPHONER OR TELEPHONERS
S5	944	(OPT OR OPTED OR OPTING)()OUT OR (REQUEST??? OR ASK???) (2N- )((NO OR "NOT" OR STOP)(2W)(CALL OR CALLS OR CALLING OR S2))
S6	109598	(BAD OR MIS OR INAPPROPRIATE)()(BEHAVIOR OR BEHAVIOUR OR R- ESPONSE OR RESPONSES OR REACTION OR REACTIONS) OR MISBEHAV? OR ARGU??? OR FIGHT??? OR ABUS??? OR (LOSE OR LOSING OR LOST)()- CONTROL OR ANGER OR ANGRY OR SWEAR??? OR CURS??? OR YELL??? OR SHOUT??? OR SCREAM???
S7	129861	DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR DB OR KNOWLEDGEBASE OR KNOWLEDGEBASES OR MASTERFILE OR MASTE- RFILES OR MASTER()(FILE OR FILES)
S8	326	S2(10N)(S3(7N)S4)
S9	272	S4(5N)S5
S10	435	S6(7N)S7
S11	0	S8(S)S9(S)S10
S12	3	S8(S)(S9 OR S10)
S13	463	S7(7N)(S5 OR S6)
S14	6	S2(S)S3(S)S4(S)S13
S15	1	S2(S)S3(S)S4(S)S5(S)S6(S)S7
S16	2084	S2(7N)(S5 OR S6)
S17	124	S7(S)S16
S18	4	S3(S)S17
S19	6089	S4(7N)(S5 OR S6)
S20	453	S7(S)S19
S21	18	S3(S)S20

S22 25 S12 OR S14 OR S15 OR S18 OR S21  
S23 18 S22 AND IC= (G06F OR G06Q)  
S24 18 IDPAT (sorted in duplicate/non-duplicate order)  
S25 18 IDPAT (primary/non-duplicate records only)

25/AN,AZ,TI/1 (Item 1 from file: 348)  
DIALOG(R)File 348:(c) 2009 European Patent Office. All rts. reserv.  
02615076  
Systems and methods for secure transaction management and electronic rights protection  
Systeme und Verfahren zur Verwaltung sicherer Transaktionen und zum Schutz  
der elektronischen Rechte  
Systemes et procedes de gestion de transactions securisees et de protection  
des droits electroniques  
APPLICATION (CC, No, Date): EP 2008105555 960213;  
PRIORITY (CC, No, Date): US 388107 950213

25/AN,AZ,TI/2 (Item 2 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.  
01654624  
COMBINED ALGORITHMIC AND EDITORIAL-REVIEWED MOBILE CONTENT SEARCH  
RESULTS  
RESULTATS DE RECHERCHE DE CONTENU MOBILE DE REVUE ALGORITHMIQUE ET  
EDITORIALE COMBINEE  
Application: WO 2007US82754 20071027 (PCT/WO US2007082754)

25/AN,AZ,TI/3 (Item 3 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.  
01626234  
SYSTEM FOR CONCURRENT OPTIMIZATION OF BUSINESS ECONOMICS AND CUSTOMER  
VALUE  
SYSTEME DESTINE A L'OPTIMISATION SIMULTANEE DE L'ECONOMIE D'UNE ENTREPRISE  
ET DE LA VALEUR D'UN CLIENT  
Application: WO 2007IB2547 20070623 (PCT/WO IB2007002547)

25/AN,AZ,TI/4 (Item 4 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.  
01537571  
GENIUS ADAPTIVE DESIGN  
MODELE D'ADAPTATION AU GENIE  
Application: WO 2006US48704 20061219 (PCT/WO US2006048704)

25/AN,AZ,TI/5 (Item 5 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.



01488570

PROVIDING CONTENT TO MOBILE COMMUNICATION FACILITIES

FOURNITURE DE CONTENU A DES INSTALLATIONS MOBILES DE COMMUNICATION

Application: WO 2006US35976 20060913 (PCT/WO US2006035976)

25/AN,AZ,TI/6 (Item 6 from file: 349)

DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

01066614

METHOD AND SYSTEM FOR MEDIA

PROCEDE ET SYSTEME POUR CONTENU MULTIMEDIA

Application: WO 2003US14878 20030510 (PCT/WO US03014878)

25/AN,AZ,TI/7 (Item 7 from file: 349)

DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

01051319

METHOD, SYSTEM, AND PROGRAM FOR AN IMPROVED ENTERPRISE SPATIAL SYSTEM

PROCEDE, SYSTEME ET LOGICIEL POUR UN SYSTEME SPATIAL AMELIORE D'ENTREPRISE

Application: WO 2003US8296 20030317 (PCT/WO US03008296)

25/AN,AZ,TI/8 (Item 8 from file: 349)

DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00933152

EXTENDED WEB ENABLED MULTI-FEATURED BUSINESS TO BUSINESS COMPUTER  
SYSTEM FOR RENTAL VEHICLE SERVICES

SYSTEME INFORMATIQUE ETENDU ENTRE ENTREPRISES, A FONCTIONS MULTIPLES,  
FONCTIONNANT SUR LE WEB, POUR DES SERVICES DE LOCATION DE VEHICULES

Application: WO 2001US51437 20011019 (PCT/WO US0151437)

Parent Application/Grant:

Related by Continuation to: US 2000694050 20001020 (CIP)

25/AN,AZ,TI/9 (Item 9 from file: 349)

DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00806384

NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT  
AND METHOD THEREOF

GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT  
DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE

Application: WO 2000US32324 20001122 (PCT/WO US0032324)

25/AN,AZ,TI/10 (Item 10 from file: 349)

DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00784184

A SYSTEM, METHOD FOR FIXED FORMAT STREAM COMMUNICATION IN A  
COMMUNICATION SERVICES PATTERNS ENVIRONMENT  
SYSTEME, PROCEDE ET ARTICLE POUR FLUX DE FORMAT FIXE DANS UN  
ENVIRONNEMENT A CONFIGURATIONS DE SERVICES DE COMMUNICATION  
Application: WO 2000US24114 20000831 (PCT/WO US0024114)

25/AN,AZ,TI/11 (Item 11 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.  
00784136

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR BUSINESS LOGIC SERVICES  
PATTERNS IN A NETCENTRIC ENVIRONMENT  
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION POUR STRUCTURES DE SERVICES DE  
LOGIQUE DE COMMERCE DANS UN ENVIRONNEMENT S'ARTICULANT AUTOUR DE  
L'INTERNET  
Application: WO 2000US24197 20000831 (PCT/WO US0024197)

25/AN,AZ,TI/12 (Item 12 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.  
00784135

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A LOCALLY ADDRESSABLE  
INTERFACE IN A COMMUNICATION SERVICES PATTERNS ENVIRONMENT  
SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION METTANT EN OEUVRE UNE  
INTERFACE  
ADRESSABLE LOCALEMENT DANS UN ENVIRONNEMENT DE CONFIGURATIONS DE  
SERVICES DE COMMUNICATION  
Application: WO 2000US24189 20000831 (PCT/WO US0024189)

25/AN,AZ,TI/13 (Item 13 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.  
00784132

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A LEGACY WRAPPER IN A  
COMMUNICATION SERVICES PATTERNS ENVIRONMENT  
SYSTEME, PROCEDE ET DISPOSITIF POUR MODULE D'HABILLAGE EXISTANT DANS UN  
ENVIRONNEMENT DE SCHEMAS DE SERVICES DE COMMUNICATION  
Application: WO 2000US24084 20000831 (PCT/WO US0024084)

25/AN,AZ,TI/14 (Item 14 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.  
00784124

SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR A REQUEST SORTER IN A  
TRANSACTION SERVICES PATTERNS ENVIRONMENT  
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION APPLIQUES DANS UN TRIEUR DE  
REQUETES D'UN ENVIRONNEMENT DE STRUCTURES DE SERVICES DE TRANSACTIONS  
Application: WO 2000US24082 20000831 (PCT/WO US0024082)

25/AN,AZ,TI/15 (Item 15 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.  
00784119  
A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A REFRESHABLE PROXY POOL  
IN A COMMUNICATION ENVIRONMENT  
SYSTEME, PROCEDE ET ARTICLE POUR GROUPE D'ELEMENTS MANDATAIRES (PROXY)  
RAFRAICHISSABLES DANS UN ENVIRONNEMENT A CONFIGURATIONS DE SERVICES  
DE COMMUNICATION  
Application: WO 2000US24113 20000831 (PCT/WO US0024113)

25/AN,AZ,TI/16 (Item 16 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.  
00777012  
A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR PROVIDING AN INTERFACE  
BETWEEN A FIRST SERVER AND A SECOND SERVER.  
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DESTINES A UNE ARCHITECTURE DE  
COMMERCE ELECTRONIQUE BASEE SUR JAVA  
Application: WO 2000US20561 20000728 (PCT/WO US0020561)

25/AN,AZ,TI/17 (Item 17 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.  
00769831  
A THIN MULTIMEDIA COMMUNICATION DEVICE AND METHOD  
DISPOSITIF DE COMMUNICATION MULTIMEDIA NON PROGRAMMABLE ET PROCEDE  
CORRESPONDANT  
Application: WO 2000GB2601 20000706 (PCT/WO GB0002601)

25/AN,AZ,TI/18 (Item 18 from file: 349)  
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.  
00745491  
TECHNIQUES FOR PERFORMING A DATA QUERY IN A COMPUTER SYSTEM  
TECHNIQUES D'EXECUTION D'UNE DEMANDE DE DONNEES DANS UN SYSTEME  
INFORMATIQUE  
Application: WO 2000US8450 20000330 (PCT/WO US0008450)

25/3,K/3 (Item 3 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2009 WIPO/Thomson. All rts. reserv.

01626234

SYSTEM FOR CONCURRENT OPTIMIZATION OF BUSINESS ECONOMICS AND CUSTOMER  
VALUE

SYSTEME DESTINE A L'OPTIMISATION SIMULTANEE DE L'ECONOMIE D'UNE ENTREPRISE  
ET DE LA VALEUR D'UN CLIENT

Patent Applicant/Inventor:

GOEL Sachin, 8 Olympic Court, Walpole, MA 02032, US, US (Residence), IN  
(Nationality), (Designated for all)

Legal Representative:

HENRY Steven J (agent), Wolf, Greenfield & Sacks, P.C., 600 Atlantic  
Avenue, Boston, MA 02210-2206, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200820307 A2 20080221 (WO 0820307)

Application: WO 20071B2547 20070623 (PCT/WO IB2007002547)

Priority Application: US 2006474115 20060623; US 2006506451 20060818

Designated States:

(All protection types applied unless otherwise stated - for applications 2004+ )

AE AG AL AM AT AU AZ BA BB BG BH BR BW BY BZ CA CH CN CO CR CU CZ DE DK  
DM DO DZ EC EE EG ES FI GB GD GE GH GM GT HN HR HU ID IL IN IS JP KE KG  
KM KN KP KR KZ LA LC LK LR LS LT LU LY MA MD ME MG MK MN MW MX MY MZ NA  
NG NI NO NZ OM PG PH PL PT RO RS RU SC SD SE SG SK SL SM SV SY TJ TM TN  
TR TT TZ UA UG US UZ VC VN ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IS IT LT LU LV MC MT  
NL PL PT RO SE SI SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) BW GH GM KE LS MW MZ NA SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 141028

International Patent Class (v8 + Attributes)

IPC + Level Value Position Status Version Action Source Office:

G06Q-0030/00...

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... be contingent to each other or rely or require the aid of the other to  
support. The transactions may be fully and/or partly related to  
each other to be construed...Flights and Up Flights, and the n Chosen  
Flights would contain all the defined Base-Flights and Up Flights  
that the customer may utilize. Ideally, the customer may prefer to  
receive only Up Flights in the defined...

25/3,K/10 (Item 10 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2009 WIPO/Thomson. All rts. reserv.

00784184 \*\*Image available\*\*

A SYSTEM, METHOD FOR FIXED FORMAT STREAM COMMUNICATION IN A  
COMMUNICATION SERVICES PATTERNS ENVIRONMENT  
SYSTEME, PROCEDE ET ARTICLE POUR FLUX DE FORMAT FIXE DANS UN  
ENVIRONNEMENT A CONFIGURATIONS DE SERVICES DE COMMUNICATION

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly LLP, P.O. Box 52037,  
Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200117194 A2-A3 20010308 (WO 0117194)

Application: WO 2000US24114 20000831 (PCT/WO US0024114)

Priority Application: US 99386430 19990831

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DZ EE ES  
FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA  
MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA  
UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 149954

International Patent Class (v7): G06F-017/22...

Fulltext Availability:

Detailed Description

Claim

... plan through the approval stages. These are called production workflows. Conversely it can be an ad hoc process, eg generating and delivering a work order for a special meter reading to...who is available to perform the task. In production workflows the processes are predefined, whereas ad hoc workflows are created only for a specific nonrecurrent situation. Often it is difficult to determine how much ad hoc functionality that needs to be provided. An overly strict production workflow may not support necessary special cases that must be handled in an ad hoc fasion. The following are some of the architectural and integration issues that must be...

...The ability to interface with the host-based hardware, system software, and database management systems is critical. This is essential because the workflow system is located between the...  
...the work is divided among different players;  
Conditional - routing is based upon certain conditions; and  
Ad hoc - work which is not part of a predefined process. The automatic movement of information...important to determine how well the workflow system integrates with host-based hardware, system software, database management systems, and communication networks. Examples of items to consider include E-mail, database, GUI tool, PC applications, other office systems, and business applications.  
How scaleable is the product...

< removed unnecessary information >

25/3,K/14 (Item 14 from file: 349)  
DIALOG(R) File 349: PCT FULLTEXT  
(c) 2009 WIPO/Thomson. All rts. reserv.

00784124

SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR A REQUEST SORTER IN A TRANSACTION SERVICES PATTERNS ENVIRONMENT  
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION APPLIQUES DANS UN TRIEUR DE REQUETES D'UN ENVIRONNEMENT DE STRUCTURES DE SERVICES DE TRANSACTIONS

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th floor,  
2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200116704 A2-A3 20010308 (WO 0116704)

Application: WO 2000US24082 20000831 (PCT/WO US0024082)

Priority Application: US 99386715 19990831

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM  
HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX  
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 150733

Main International Patent Class (v7): G06F-009/ 46

Fulltext Availability:

Detailed Description

...Step 3: Model & Test 206. Not every architectural project has this step, but in many cases, the architect will create a...intervention (subsequent to initial set up and conversion). 231

. Scheduled Reports: The report architecture must support distribution of regularly scheduled reports. Typically, these reports will have a set schedule and frequency...report architecture should be compliant with existing formal and de facto standards (for example, SQL Database Language, COBOL Programming Language, C Programming Language).

...The ability to interface with the host-based hardware, system software, and database management systems is critical. This is essential because the workflow system is located between the...important to determine how well the workflow system integrates with host-based hardware, system software, database management systems, and communication networks. Examples of items to consider include E-mail, database, GUI tool, PC applications, other office systems, and business applications.

...2) Message-based architecture (relying on specific mail systems for much of the functionality) versus Database-based.

What is the nature of the workflow?

How an organization approaches the management of...to decide whether the business logic will be separate from the presentation logic and the database access logic. Today separation of business logic into its own tier is often done using...

...to decide whether the business logic will be separate from the presentation logic and the database access logic. Today separation of business logic into its own tier is often done using...

## **IV. Text Search Results from Dialog - NPL**

### **A. Abstract Databases**

#### **Bibliographic NPL files - 1**

? show files;ds;cost;logoff hold

File 471:New York Times Fulltext 1980-2009/Oct 05

(c) 2009 The New York Times

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13

(c) 2002 Gale/Cengage

File 474:New York Times Abs 1969-2009/Oct 05

(c) 2009 The New York Times

File 475:Wall Street Journal Abs 1973-2009/Oct 05

(c) 2009 The New York Times

File 35:Dissertation Abs Online 1861-2009/Sep

(c) 2009 ProQuest Info&Learning

File 65:Inside Conferences 1993-2009/Oct 05

(c) 2009 BLDSC all rts. reserv.

File 99:Wilson Appl. Sci & Tech Abs 1983-2009/Sep

(c) 2009 The HW Wilson Co.

File 256:TecTrends 1982-2009/Sep W4

(c) 2009 Info.Sources Inc. All rights res.

File 2:INSPEC 1898-2009/Sep W4

(c) 2009 The IET

Set Items Description

S1 1804452 SALES()(PITCH OR TALK)OR SOLICITATION OR OFFER OR AD OR AD-  
VERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING OR  
PLUG OR PROMO OR COMMERCIAL

S2 976024 SELECT??? OR SERV??? OR DETERMIN??? OR CHOOS??? OR AUTOMAT-  
?? OR COMPUTERI? OR ELECTRONIC OR PROGRAMMED OR FURNISH??? OR  
RUN OR RUNS OR RUNNING OR PROVID??? OR PRESENT OR PRESENTING -  
OR TRIGGER??? OR INITIAT??? OR EXECUT??? OR GENERAT??? OR ACT-  
IVAT??? OR START??? OR LAUNCH???

S3 1804452 SALES()(PITCH OR TALK)OR SOLICITATION OR OFFER OR AD OR AD-  
VERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING OR  
PLUG OR PROMO OR COMMERCIAL

S4 179681 CALLER OR CALLERS OR CALLING()(PARTY OR PARTIES) OR CALL()-  
(ORIGINATOR OR ORIGINATORS) OR CUSTOMER OR CUSTOMERS OR USER -  
OR USERS OR PHONER OR PHONERS OR TELEPHONER OR TELEPHONERS

S5 119783 (PAST OR PRIOR OR PREVIOUS)()(BEHAVIOR OR BEHAVIOUR OR RES-  
PONSE OR RESPONSES OR PURCHASES OR REACTION OR REACTIONS) OR -  
CREDIT()RATING OR LOCATION OR (OPT OR OPTED OR OPTING)()OUT OR  
REQUEST???(2N)((NO OR "NOT")(2W)S3) OR RELATIONSHIP OR PROFI-  
LE

S6 37263 DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR



INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR  
DB OR KNOWLEDGEBASE OR KNOWLEDGBASES OR MASTERFILE OR MASTE-  
RFILES OR MASTER() (FILE OR FILES)

S7 165719 S2(5N)S3  
S8 4600 S4(5N)S5  
S9 153 S6(10N)S8  
S10 13 S7(S)S9  
S11 121137 S2(3N)S3  
S12 20 S9 AND S11  
S13 279 S4(10N)S5(10N)S6  
S14 17 S11(5N)S13  
S15 18 S11(10N)S13  
S16 33 S10 OR S12 OR S14 OR S15  
S17 19 S16 NOT (PY>2000 OR PD=20000919:20001231)  
S18 19 RD (unique items)

18/6/1 (Item 1 from file: 471)  
03976316 775401000211  
COMPANY NEWS; EQUIFAX AGREES TO BUY POLK CONSUMER INFORMATION UNIT  
Friday February 11 2000  
Word Count: 143

18/6/2 (Item 1 from file: 583)  
06503419  
Anam launches pilot digital TRS service  
SOUTH KOREA: ANAM RELEASES DIGITAL TRS SERVICE  
31 Jul 1997

18/6/3 (Item 2 from file: 583)  
04702049  
Banking on a database  
UK - PROGRESS ON BANKING DATABASES  
17 December 1991

18/6/4 (Item 1 from file: 2)  
07886419  
Title: Data mining for database marketing at Garanti Bank  
Book Title: Data Mining II. Second International Conference on Data Mining  
Publication Date: 2000  
INSPEC Update Issue: 2001-013  
Copyright: 2001, IEE

18/6/5 (Item 2 from file: 2)

07611427

Title: An object-oriented architecture for intelligent virtual receptionists

Publication Date: Spring 2000

INSPEC Update Issue: 2000-023

Copyright: 2000, IEE

18/6/6 (Item 3 from file: 2)

07485441

Title: Competition stirs in customer relationship management market

Publication Date: Jan. 2000

INSPEC Update Issue: 2000-005

Copyright: 2000, IEE

18/6/7 (Item 4 from file: 2)

07435264

Title: One-to-one e-commerce

Publication Date: Sept. 1999

INSPEC Update Issue: 1999-049

Copyright: 1999, IEE

18/6/8 (Item 5 from file: 2)

07434032

Title: Service with a snarl [customer relationship management]

Publication Date: Nov. 1999

INSPEC Update Issue: 1999-049

Copyright: 1999, IEE

18/6/9 (Item 6 from file: 2)

07411787

Title: Component-based knowledge engineering architecture

Publication Date: Oct. 1999

INSPEC Update Issue: 1999-046

Copyright: 1999, IEE

18/6/10 (Item 7 from file: 2)

07282149

Title: Database marketing, response analysis and forecasting in financial engineering

Book Title: Neural Networks: Best Practice in Europe

Publication Date: 1997

INSPEC Update Issue: 1999-025

Copyright: 1999, IEE

18/6/11 (Item 8 from file: 2)  
07235480  
Title: Does ERP now cover the whole enterprise?  
Publication Date: March 1999  
INSPEC Update Issue: 1999-018  
Copyright: 1999, IEE

18/6/12 (Item 9 from file: 2)  
06857547  
Title: Automating the marketing environment and transforming data into  
insight: the data warehouse and database marketing datamart  
Publication Date: Feb. 1998  
INSPEC Update Issue: 1998-011  
Copyright: 1998, IEE

18/6/13 (Item 10 from file: 2)  
06255079  
Title: Automatic page layout for electronic news distribution  
Book Title: Proceedings of the IASTED/ISMM International Conference.  
Distributed Multimedia Systems and Applications  
Publication Date: 1994  
INSPEC Update Issue: 1996-017  
Copyright: 1996, IEE

18/6/14 (Item 11 from file: 2)  
06083947  
Title: MCIF aids banks in CRA compliance  
Publication Date: Aug. 1995  
INSPEC Update Issue: 1995-041  
Copyright: 1995, IEE

18/6/15 (Item 12 from file: 2)  
06008251  
Title: Multimedia kiosks in retailing  
Publication Date: 1995  
INSPEC Update Issue: 1995-029  
Copyright: 1995, IEE

18/6/16 (Item 13 from file: 2)  
05274021  
Title: Relationship marketing  
Publication Date: Sept. 1992  
INSPEC Update Issue: 1992-049

Copyright: 1992, IEE

18/6/17 (Item 14 from file: 2)

04643075

Title: PC program provides customer demographics

Publication Date: March 1990

INSPEC Update Issue: 1990-013

Copyright: 1990, IEE

18/6/18 (Item 15 from file: 2)

04007040

Title: Online information retrieval bibliography: tenth update [late 1985 to late 1986]

Publication Date: Aug. 1987

INSPEC Update Issue: 1987-023

Copyright: 1987, IEE

18/6/19 (Item 16 from file: 2)

03220235

Title: SOFSPEC: a pragmatic approach to automated specification verification

Publication Date: Sept. 1983

INSPEC Update Issue: 1984-005

Copyright: 1984, IEE

18/3,K/3 (Item 2 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
(c) 2002 Gale/Cengage. All rts. reserv.

04702049

Banking on a database

UK - PROGRESS ON BANKING DATABASES

Financial Times (C) 1991 (FT) 17 December 1991 p30

... element of IBM's Financial Application Architecture (FAA). Back home, Richards is marshalling NatWest's Customer Relationship Database project, which is pivotal to the bank's customer service and marketing strategy. The second phase of this development is a 're-design and re-write' of...

18/3,K/5 (Item 2 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2009 The IET. All rts. reserv.

07611427

Title: An object-oriented architecture for intelligent virtual receptionists

Authors(s): Hsiangchu Lai

Author Affiliation: Nat. Sun Yat-Sen Univ., Kaohsiung, Taiwan

Journal: International Journal of Electronic Commerce, vol.4, no.3, pp. 69-86

Publisher: M.E. Sharpe

Country of Publication: USA

Publication Date: Spring 2000

ISSN: 1086-4415

SICI: 1086-4415(200021)4:3L:69:OOAI;1-Y

CODEN: IJECFE

U.S. Copyright Clearance Center Code: 1086-4415/2000/\$9.50+0.00

Language: English

Subfile(s): C (Computing & Control Engineering); E (Mechanical & Production Engineering)

INSPEC Update Issue: 2000-023

Copyright: 2000, IEE

Descriptors: electronic commerce; information resources;  
marketing data processing; object-oriented databases;  
object-oriented programming; software agents; software architecture;  
user interfaces

Identifiers: ...site repeat visits; World Wide Web; Web site visitor  
treatment; clients; customers; object class interactions; database  
schema; virtual agent modification; customized marketing; user profile

18/3,K/8 (Item 5 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2009 The IET. All rts. reserv.

07434032

Title: Service with a snarl [customer relationship management]

Authors(s): Vail, S.

Journal: Business & Technology, pp.42-3

Publisher: Reed Business Information

Country of Publication: UK

Publication Date: Nov. 1999

CODEN: BUTEFR

Language: English

Subfile(s): D (Information Technology for Business); E (Mechanical & Production Engineering)

INSPEC Update Issue: 1999-049

Copyright: 1999, IEE

Descriptors: electronic commerce; Internet; marketing

Identifiers: British companies; customer relationship management technology; customer communication; business communication; Internet based businesses; customer databases; cross-selling

18/3,K/12 (Item 9 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2009 The IET. All rts. reserv.

06857547

Title: Automating the marketing environment and transforming data into insight: the data warehouse and database marketing datamart

Authors(s): Hedgecock, R.

Journal: Direct Marketing, vol.60, no.10, pp.56-60

Publisher: Hoke Communications

Country of Publication: USA

Publication Date: Feb. 1998

ISSN: 0012-3188

SICI: 0012-3188(199802)60:10L:56:AMET;1-B

CODEN: DIMADI

Language: English

Subfile(s): D (Information Technology for Business); E (Mechanical & Production Engineering)

INSPEC Update Issue: 1998-011

Copyright: 1998, IEE

Identifiers: automated marketing environment; data warehouse; database marketing datamart; customer relationship marketing programs; return on investment; costs; long-term strategy

18/3,K/16 (Item 13 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2009 The IET. All rts. reserv.

05274021

Title: Relationship marketing

Authors(s): Zimmerman, R.

Author Affiliation: Service Merchandise, Nashville, TN, USA

Journal: Retail Business Review, vol.60, no.8, pp.4-8

Country of Publication: USA

Publication Date: Sept. 1992

Language: English

Subfile(s): D (Information Technology for Business); E (Mechanical & Production Engineering)

INSPEC Update Issue: 1992-049

Copyright: 1992, IEE

Abstract: ...between retailer and customer. Whether you refer to it as market segmentation techniques, direct mail, database marketing or relationship marketing, the process of addressing customers as individuals and responding to their specific needs is the strategic tool of the future...

Identifiers: retailer; market segmentation; direct mail; database marketing; relationship marketing; Service Merchandise; household database system; merchandising; strategic decision making

18/3,K/17 (Item 14 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2009 The IET. All rts. reserv.

04643075

Title: PC program provides customer demographics

Authors(s): Persing, L.L.

Journal: Computers in Banking, vol.7, no.3, pp.80, 90

Country of Publication: USA

Publication Date: March 1990

ISSN: 0742-6496

CODEN: CBANE6

Language: English

Subfile(s): D (Information Technology for Business); E (Mechanical & Production Engineering)

INSPEC Update Issue: 1990-013

Copyright: 1990, IEE

Abstract: Management Science Associates Inc. (MSA) has developed a PC-based MCIF-the Profile Marketing Workstation. MSA provides a householded data base with an extensive data dictionary that is customized to the bank's requirements. Within the Profile Marketing Workstation, customer, prospect, and lost household information are treated as separate data bases. The data is household and geography-coded. Demographics are included and lifestyle information may be...

Identifiers: customer demographics; Management Science Associates; Profile Marketing Workstation; data base; bank

## Bibliographic NPL files - 2 (different search strategy)

? show files;ds;cost;logoff hold

File 471:New York Times Fulltext 1980-2009/Oct 05

(c) 2009 The New York Times

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13

(c) 2002 Gale/Cengage

File 474:New York Times Abs 1969-2009/Oct 05

(c) 2009 The New York Times

File 475:Wall Street Journal Abs 1973-2009/Oct 05

(c) 2009 The New York Times

File 35:Dissertation Abs Online 1861-2009/Sep

(c) 2009 ProQuest Info&Learning

File 65:Inside Conferences 1993-2009/Oct 05

(c) 2009 BLDSC all rts. reserv.

File 99:Wilson Appl. Sci & Tech Abs 1983-2009/Sep

(c) 2009 The HW Wilson Co.

File 256:TecTrends 1982-2009/Oct W1

(c) 2009 Info.Sources Inc. All rights res.

File 2:INSPEC 1898-2009/Sep W4

(c) 2009 The IET

Set Items Description

S1 1804477 SALES()(PITCH OR TALK)OR SOLICITATION OR OFFER OR AD OR AD-  
VERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING OR  
PLUG OR PROMO OR COMMERCIAL

S2 1804477 SALES()(PITCH OR TALK)OR SOLICITATION OR OFFER OR AD OR AD-  
VERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING OR  
PLUG OR PROMO OR COMMERCIAL

S3 6697 HELPDESK OR HELPDESKS OR PHONECENTER OR PHONECENTERS OR (S-  
ERVICE OR HELP??? OR ASSIST? OR SUPPORT OR USER)()(DESK OR DE-  
SKS OR CENTER OR CENTERS OR CENTRE OR CENTRES) OR (CUSTOMER OR  
TECHNICAL OR TECH)()(CARE OR SUPPORT OR ASSISTANCE)

S4 179694 CALLER OR CALLERS OR CALLING()(PARTY OR PARTIES) OR CALL()-  
(ORIGINATOR OR ORIGINATORS) OR CUSTOMER OR CUSTOMERS OR USER -  
OR USERS OR PHONER OR PHONERS OR TELEPHONER OR TELEPHONERS

S5 1400 (OPT OR OPTED OR OPTING)()OUT OR (REQUEST??? OR ASK???) (2N-  
)((NO OR "NOT" OR STOP)(2W)(CALL OR CALLS OR CALLING OR S2))

S6 159481 (BAD OR MIS OR INAPPROPRIATE)()(BEHAVIOR OR BEHAVIOUR OR R-  
ESPONSE OR RESPONSES OR REACTION OR REACTIONS) OR MISBEHAV? OR  
ARGU??? OR FIGHT??? OR ABUS??? OR (LOSE OR LOSING OR LOST)()-  
CONTROL OR ANGER OR ANGRY OR SWEAR??? OR CURS??? OR YELL??? OR  
SHOUT??? OR SCREAM???

S7 37263 DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR  
INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR  
DB OR KNOWLEDGEBASE OR KNOWLEDGEBASES OR MASTERFILE OR MASTE-  
RFILES OR MASTER() (FILE OR FILES)

S8 424 S2(10N)(S3(7N)S4)



S9 78 S4(5N)S5  
 S10 105 S6(7N)S7  
 S11 0 S8(S)S9(S)S10  
 S12 91 S7(5N)(S5 OR S6)  
 S13 14 S4(S)S12  
 S14 48 S12(S)(S2 OR S3)  
 S15 12 S12(10N)(S2 OR S3)  
 S16 7086 S7(S)(S3 OR S4)  
 S17 142 S16(S)(S5 OR S6)  
 S18 116 S2(S)S17  
 S19 60 S16(10N)(S5 OR S6)  
 S20 1 S8(S)S19  
 S21 1 S8(S)S18  
 S22 113 S3(S)(S5 OR S6)  
 S23 4 S8(S)S22  
 S24 0 S2(S)S3(S)S4(S)S5(S)S6(S)S7  
 S25 158 S7(10N)(S5 OR S6)  
 S26 23 S2(S)S4(S)S25  
 S27 1 S3(S)S26  
 S28 36 S13 OR S15 OR S23 OR S26  
 S29 28 S28 NOT (PY> 2000 OR PD= 20000919:20001231)  
 S30 28 RD (unique items)

30/6/1 (Item 1 from file: 471)  
 04001888 120790000507  
 So Far, Big Brother Isn't Big Business; At Web's Rear Window, Marketers in  
 No Rush To Mine Private Data  
 Sunday May 7 2000  
 Word Count: 3905

30/6/2 (Item 2 from file: 471)  
 03747168 668990971218  
 Guidelines Don't End Debate on Internet Privacy  
 Thursday December 18 1997  
 Word Count: 947

30/6/3 (Item 3 from file: 471)  
 02028148 220222900404  
 Court Urges Easing on Phone Curbs  
 Wednesday April 4 1990  
 Word Count: 654

30/6/4 (Item 1 from file: 583)  
 06645910

U.K. Yellow Pages, Equifax Will Supply New IT Products  
UK: YELLOW PAGES AND EQUIFAX JOINT VENTURE  
22 Jun 1998

30/6/5 (Item 2 from file: 583)  
06637931  
barrage of complaints prompts junk-fax curbs  
HONG KONG: MEASURES IN DEALING WITH JUNK FAXES  
03 Jun 1998

30/6/6 (Item 3 from file: 583)  
06578858  
S'PORE YELLOW PAGES ONLINE  
SINGAPORE: NEW BIZMAP NAVIGATOR CD-ROM LAUNCHED  
08 Feb 1998

30/6/7 (Item 4 from file: 583)  
06573123  
InfoGrid maps out businesses  
SINGAPORE: NEW BIZMAP NAVIGATOR FROM INFOGRID  
22 Jan 1998

30/6/8 (Item 5 from file: 583)  
06467661  
Curb on BG data use lifted  
UK: BRITISH GAS RECEIVES CONCESSION  
09 May 1997

30/6/9 (Item 6 from file: 583)  
06023914  
Freedom on a string?  
INDIA: ATOS STRUGGLE TO COMPETE WITH IA  
June 1994

30/6/10 (Item 7 from file: 583)  
05420648  
NEW PHONE FIRM TO USE ASYNC TRANSFER MODE FOR MULTIMEDIA  
US - NEW PHONE FIRM TO USE ASYNC TRANSFER MODE FOR MULTIMEDIA  
5 November 1992

30/6/11 (Item 8 from file: 583)

03350540  
DEVELOPMENTS IN DATABASE TECHNOLOGY  
UK - DEVELOPMENTS IN DATABASE TECHNOLOGY  
0 February 1990

30/6/12 (Item 9 from file: 583)  
01948319  
REVIEW OF DIRECT MARKETING  
UK - REVIEW OF DIRECT MARKETING  
26 May 1988

30/6/13 (Item 1 from file: 474)  
00412234 NYT Sequence Number: 067574730425  
(NYS Sup Ct Justice G M Carney on Apr 24 fines Queens washing-machine  
repairman \$1,100 for charging customers for repairs which were never  
made; orders defendant, R Marks, owner of Tri-Boro Service  
Center, to stop luring customers to his business through false ad in Yellow Pages)  
Wednesday April 25 1973

30/6/14 (Item 1 from file: 35)  
1034873 ORDER NO: AADDX-83967  
A DATABASE QUERY LANGUAGE FOR OPERATIONS ON GRAPHICAL OBJECTS  
Year: 1988

30/6/15 (Item 1 from file: 99)  
1972640 H.W. WILSON RECORD NUMBER: BAST99070516  
Churn-analysis tools  
19991101

30/6/16 (Item 2 from file: 99)  
1635997 H.W. WILSON RECORD NUMBER: BAST98030078  
Let us in on your secrets  
19980207

30/6/17 (Item 3 from file: 99)  
1096144 H.W. WILSON RECORD NUMBER: BAST93028239  
AERIAL: ad-hoc entity-relationship investigation and learning  
19930400

30/6/18 (Item 1 from file: 2)  
06740040

Title: Navigational exploration and declarative queries in a prototype for  
visual information systems

Publication Date: 1997

INSPEC Update Issue: 1997-043

Copyright: 1997, IEE

30/6/19 (Item 2 from file: 2)

06380872

Title: Using SQL primitives and parallel DB servers to speed up knowledge  
discovery in large relational databases

Book Title: Cybernetics and Systems '96. Proceedings of the Thirteenth  
European Meeting on Cybernetics and Systems Research

Publication Date: 1996

INSPEC Update Issue: 1996-038

Copyright: 1996, IEE

30/6/20 (Item 3 from file: 2)

06364779

Title: Law database systems

Publication Date: June 1996

INSPEC Update Issue: 1996-036

Copyright: 1996, IEE

30/6/21 (Item 4 from file: 2)

06280730

Title: QBE-like queries and multimedia extensions in a nested relational DBMS

Book Title: Proceedings of The First International Conference on Visual  
Information Systems

Publication Date: 1996

INSPEC Update Issue: 1996-021

Copyright: 1996, IEE

30/6/22 (Item 5 from file: 2)

06022205

Title: GALAXY: a human-language interface to on-line travel information

Book Title: ICSLP 94. 1994 International Conference on Spoken Language Processing

Publication Date: 1994

INSPEC Update Issue: 1995-031

Copyright: 1995, IEE

30/6/23 (Item 6 from file: 2)

04939830

Title: Architectures of database machines

Publication Date: May 1991  
INSPEC Update Issue: 1991-017  
Copyright: 1991, IEE

30/6/24 (Item 7 from file: 2)  
04900393  
Title: Interoperability of multiple autonomous databases  
Publication Date: Sept. 1990  
INSPEC Update Issue: 1991-013  
Copyright: 1991, IEE

30/6/25 (Item 8 from file: 2)  
03878302  
Title: Let our fingers do the talking! [Electronic Yellow Pages]  
Publication Date: Winter 1986-1987  
INSPEC Update Issue: 1987-012  
Copyright: 1987, IEE

30/6/26 (Item 9 from file: 2)  
03477132  
Title: SAVVY PC, Version 4.0 [Excalibur Technologies]  
Publication Date: March 1985  
INSPEC Update Issue: 1985-015  
Copyright: 1985, IEE

30/6/27 (Item 10 from file: 2)  
03188172  
Title: Natural language access to data bases?  
Publication Date: Oct. 1983  
INSPEC Update Issue: 1984-003  
Copyright: 1984, IEE

30/6/28 (Item 11 from file: 2)  
03031020  
Title: How to use the new `electronic Yellow Pages' database  
for marketing applications  
Publication Date: 1982  
INSPEC Update Issue: 1983-005  
Copyright: 1983, IEE

30/3,K/3 (Item 3 from file: 471)  
DIALOG(R)File 471:New York Times Fulltext  
(c) 2009 The New York Times. All rts. reserv.

02028148 NYT Sequence Number: 220222900404 (USE FORMAT 7 FOR FULLTEXT)  
Court Urges Easing on Phone Curbs  
KEITH BRADSHER  
New York Times, Late Edition - Final ED, COL 4, P 4  
Wednesday April 4 1990  
DOCUMENT TYPE: Newspaper LANGUAGE: English RECORD TYPE: Fulltext  
SECTION HEADING: SECTD  
Word Count: 654  
...Subsidization Feared  
The phone companies have said that they are the best prepared to offer information services like news and stock quotes and computer data bases. But critics have argued that if they did offer these services, they could use their monopoly control over local telephone service to subsidize their...

30/3,K/11 (Item 8 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
(c) 2002 Gale/Cengage. All rts. reserv.

03350540  
DEVELOPMENTS IN DATABASE TECHNOLOGY  
UK - DEVELOPMENTS IN DATABASE TECHNOLOGY  
Computer News (CRNS) 0 February 1990 p35-40  
ISSN: 0010-4647  
...accessing and manipulating data but there are certain reservations about its use as an end-user query language system and for high performance commercial applications. Although the computer industry favours the adoption of standards wherever possible, there are still...  
... easier to use, and other new database technologies are being developed.  
Article discusses developments in database technology and argues against the adoption of a standard at the present time.

30/3,K/12 (Item 9 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
(c) 2002 Gale/Cengage. All rts. reserv.

01948319  
REVIEW OF DIRECT MARKETING  
UK - REVIEW OF DIRECT MARKETING  
Marketing (MG) 26 May 1988 p39  
ISSN: 0025-3634

An 11-page article looks at the recent developments in direct marketing in large companies such as Guinness, Weetabix, Kellogg's, which have been trying out direct marketing as part of a move to increase loyal users. Direct marketing is a means of building up relationships with individual consumers and many companies are becoming aware that it may have something positive to offer. However, the investment of building up a database and services is extremely high, although it is argued this is a lifetime investment. An increasing number of packaged goods marketers are starting to consider direct marketing due to the high cost of TV advertising. Telemarketing has also been developing at a rapid pace over the past few months due to the launch of computing software systems. Direct marketing consists to a great extent of direct mail, an area which faces stiff competition from...

30/3,K/17 (Item 3 from file: 99)  
DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs  
(c) 2009 The HW Wilson Co. All rights reserved.

1096144 H.W. WILSON RECORD NUMBER: BAST93028239  
AERIAL: ad-hoc entity-relationship investigation and learning  
Burns, L. M; Malhotra, A; Sockut, G  
International Journal of Man-Machine Studies v. 38 (Apr. '93) p. 607-23  
DOCUMENT TYPE: Feature Article ISSN: 0020-7373

ABSTRACT: A novel method for browsing in an entity-relationship database, Ad-hoc Entity-Relationship Investigation And Learning (AERIAL), is presented. Browsing is an unplanned exploration of the structure and contents of a database by a novice user. Browsing is argued to aid the understanding of the content structure of a database and enable a user to relate the acquired concepts to the existing concepts in the user's mental model. AERIAL provides facilities that allow the user to display individual entities and move from the current entity to all or selected entities...

## B. Full-text Databases

? show files;ds;cost;logoff hold

File 20:Dialog Global Reporter 1997-2009/Oct 04

(c) 2009 Dialog

Set	Items	Description
S1	16976458	SALES()(PITCH OR TALK) OR SOLICITATION OR OFFER OR AD OR ADVERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDISING - OR PLUG OR PROMO OR COMMERCIAL
S2	479290	HELPDESK OR HELPDESKS OR PHONECENTER OR PHONECENTERS OR (SERVICE OR HELP??? OR ASSIST? OR SUPPORT OR USER)()(DESK OR DESKS OR CENTER OR CENTERS OR CENTRE OR CENTRES) OR (CUSTOMER OR TECHNICAL OR TECH)()(CARE OR SUPPORT OR ASSISTANCE)
S3	6416638	CALLER OR CALLERS OR CALLING()(PARTY OR PARTIES) OR CALL()-(ORIGINATOR OR ORIGINATORS) OR CUSTOMER OR CUSTOMERS OR USER - OR USERS OR PHONER OR PHONERS OR TELEPHONER OR TELEPHONERS
S4	59521	(OPT OR OPTED OR OPTING)()OUT OR (REQUEST??? OR ASK???) (2N-)((NO OR "NOT" OR STOP)(2W)(CALL OR CALLS OR CALLING OR S1))
S5	6454530	(BAD OR MIS OR INAPPROPRIATE)()(BEHAVIOR OR BEHAVIOUR OR RESPONSE OR RESPONSES OR REACTION OR REACTIONS) OR MISBEHAV? OR ARGU??? OR FIGHT??? OR ABUS??? OR (LOSE OR LOSING OR LOST)()-CONTROL OR ANGER OR ANGRY OR SWEAR??? OR CURS??? OR YELL??? OR SHOUT??? OR SCREAM???
S6	909910	DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR DB OR KNOWLEDGEBASE OR KNOWLEDGEBASES OR MASTERFILE OR MASTERFILES OR MASTER() (FILE OR FILES)
S7	20508	S1(10N)(S2(7N)S3)
S8	1798	S3(5N)S4
S9	3056	S5(7N)S6
S10	0	S7(S)S8(S)S9
S11	1	S7(S)(S8 OR S9)
S12	0	S1(S)S2(S)S3(S)S4(S)S5(S)S6
S13	2934	S3(S)S6(S)(S4 OR S5)
S14	8	S7(S)S13
S15	8802	S6(10N)(S4 OR S5)
S16	896	S3(S)S15
S17	184	S16(S)(S1 OR S2)
S18	6	S1(S)S2(S)S16
S19	139	S17 NOT (CONFERENCE())CALL OR (FIRST OR 1ST OR SECOND OR 2ND OR THIRD OR 3RD OR FOURTH OR 4TH OR FINAL OR PRELIMINARY OR - INTERIM)()(QUARTER OR RESULTS) OR QUARTERLY OR ANNUAL()REPORT OR (8 OR 10)()(K OR Q) OR 8K OR 8Q OR 10K OR 10Q OR WEBCAST OR WEBINAR)
S20	147	S14 OR S18 OR S19
S21	52	S20 NOT (PY>2000 OR PD=20000919:20001231)



S22      47   RD (unique items)

22/6/1  
12856842  
ISO Profits From Restructuring  
September 15, 2000  
WORD COUNT: 1387

22/6/2  
12839877 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
infoUSA.com adds Network Solutions' Korzeniewski, MarketWatch.com's Kramer  
To Board of Directors  
September 14, 2000  
WORD COUNT: 539

22/6/3  
12785640 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
(BW) TargitMail.com and infoUSA.com, Enable Marketers to Conduct Real Time  
Permission-Based Marketing Campaigns  
September 12, 2000  
WORD COUNT: 523

22/6/4  
12785596 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
TargitMail.com and infoUSA.com, Enable Marketers to Conduct Real Time  
Permission-Based Marketing Campaigns  
September 12, 2000  
WORD COUNT: 534

22/6/5  
12615159 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
infoUSA.com Provides Local, State and Federal Government Agencies Directory  
Database for govWorks.com Site  
August 30, 2000  
WORD COUNT: 421

22/6/6  
11623954 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
MKT HAVE YOU GOT PERMISSION? The growth of e-mail has given marketers a  
medium that can be highly personal. Which means consumers will soon  
ignore any ad message they have not asked to receive. Ken Gofton reports  
June 22, 2000

WORD COUNT: 2507

22/6/7

11609464 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Updated Story

June 12, 2000

WORD COUNT: 391

22/6/8

11609461 (USE FORMAT 7 OR 9 FOR FULLTEXT)

/C O R R E C T I O N -- DAG Media/

June 21, 2000

WORD COUNT: 384

22/6/9

11535630 (USE FORMAT 7 OR 9 FOR FULLTEXT)

New Media: Digest

June 14, 2000

WORD COUNT: 417

22/6/10

11505779 (USE FORMAT 7 OR 9 FOR FULLTEXT)

SBN.com To Partner With Alliance Communications

June 14, 2000

WORD COUNT: 225

22/6/11

11463076 (USE FORMAT 7 OR 9 FOR FULLTEXT)

DAG Media Signs Contract With Quick.com to Rebuild its Website

June 12, 2000

WORD COUNT: 329

22/6/12

11455420 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Special Report: Take a long term view to get a good return: In order to build successful customer-centric policies, financial services companies have to bite the bullet and pull back from the traditional path of product-led strategies. David Reed reports

March 27, 2000

WORD COUNT: 1692

22/6/13

11322328 (USE FORMAT 7 OR 9 FOR FULLTEXT)

meVC Draper Fisher Jurvetson Fund I Invests \$10 Million in infoUSA.com

June 02, 2000

WORD COUNT: 757

22/6/14

11188063 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Impower Permission Email Database Reaches 130 Million Addresses; Unique  
eScore System Provides ``Opt-In Level" Scoring

May 24, 2000

WORD COUNT: 481

22/6/15

11025731 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Special Reports: Data Race: As more and more money is poured into in-house  
marketing departments for customer relationship management,  
database bureaux are fighting back by offering new levels of support.

May 15, 2000

WORD COUNT: 1545

22/6/16

10702911 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Internet Users Divided Over Privacy Issues - Report

April 21, 2000

WORD COUNT: 686

22/6/17

10665683 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Online Privacy Issues Divide Internet Users, Cyber Dialogue Finds

April 20, 2000

WORD COUNT: 739

22/6/18

09889991

PR Newswire California Summary, Friday, March 03, 2000 up to 10:00 a.m. PT  
March 03, 2000

WORD COUNT: 1323

22/6/19

09622879 (USE FORMAT 7 OR 9 FOR FULLTEXT)

DoubleClick: Sensitive Data "Never" Used

February 17, 2000  
WORD COUNT: 538

22/6/20  
09622632 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
EPIC May Widen FTC Complaint Against Doubleclick  
February 17, 2000  
WORD COUNT: 334

22/6/21  
09613480  
US trade commission probes DoubleClick over alleged privacy violations  
February 17, 2000  
WORD COUNT: 366

22/6/22  
07610008 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
McAfee.com Unveils New Features for McAfee Clinic  
October 06, 1999  
WORD COUNT: 826

22/6/23  
07009553 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
infoUSA.com Announces Six New Partners for Free Internet White and Yellow  
Page Services  
September 02, 1999  
WORD COUNT: 591

22/6/24  
06552522 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
infoUSA.com Announces Five New Partners for Free Internet White and Yellow  
Page Services  
August 05, 1999  
WORD COUNT: 666

22/6/25  
06490196 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
infoUSA.com Announces Two New Partners for Free Internet White and Yellow  
Page Services  
August 02, 1999  
WORD COUNT: 628

22/6/26  
06462251 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
infoUSA.com Announces Three New Partners for Free Internet White and Yellow  
Page Services  
July 30, 1999  
WORD COUNT: 636

22/6/27  
05865082  
Oracle users go on the warpath  
SECTION TITLE: News  
May 07, 1999  
WORD COUNT: 334

22/6/28  
05267144 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
Coalition of Internet Organizations to Help Consumers Fight Spam, Save Money  
May 11, 1999  
WORD COUNT: 626

22/6/29  
05209094 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
DMA Acquires Internet Trade Group  
May 05, 1999  
WORD COUNT: 363

22/6/30  
04942609 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
infoUSA.com Partners With DoubleClick to Sell Advertising on its Web Site  
April 13, 1999  
WORD COUNT: 749

22/6/31  
04928357  
Firms cast a wider Net to push consumers' buttons  
August 17, 1998  
WORD COUNT: 624

22/6/32  
04779139  
Freeserve leaks confidential customer info SECTION TITLE: News  
March 26, 1999  
WORD COUNT: 365

22/6/33

04353175 (USE FORMAT 7 OR 9 FOR FULLTEXT)

U S WEST CEO Joins Critical Path Inc.'s Board of Directors; James Smith,  
CEO of U S WEST Dex, Takes Key Advisory Position at Leading Outsourced  
Email Provider

February 17, 1999

WORD COUNT: 782

22/6/34

04079044 (USE FORMAT 7 OR 9 FOR FULLTEXT)

MARKETING: Direct target - Business!

January 21, 1999

WORD COUNT: 1125

22/6/35

03761748

Us builds bar for Net junk mail

December 16, 1998

WORD COUNT: 129

22/6/36

03683693 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Direct Marketing Assn. De-Spams Its E-Mail Diet

December 07, 1998

WORD COUNT: 360

22/6/37

02949540

Amplify.net Introduces New Suite of Transactive Bandwidth Management  
Solutions At ISPCON

September 28, 1998

WORD COUNT: 871

22/6/38

02907651

Post plan costs DM

September 11, 1998

WORD COUNT: 155

22/6/39

02875299

Metro One Launches Business Category Thesaurus Providing Fast Intuitive

Search Capability  
September 21, 1998  
WORD COUNT: 679

22/6/40  
02678449 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
infoUSA Inc. Adds Link to Network Solutions Internet Product  
September 02, 1998  
WORD COUNT: 452

22/6/41  
02414819 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
Yellow Pages and Equifax join forces  
August 01, 1998  
WORD COUNT: 197

22/6/42  
02056404 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
EQUIFAX: Yellow Pages and Equifax in Europe enter into strategic alliance  
June 24, 1998  
WORD COUNT: 865

22/6/43  
02055576 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
EQUIFAX/YELLOW PAGES: Yellow Pages and Equifax in Europe enter into  
strategic alliance  
June 22, 1998  
WORD COUNT: 868

22/6/44  
01979918  
Yellow Pages in US link  
June 22, 1998  
WORD COUNT: 85

22/6/45  
01977472 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
Novell to codevelop Java virtual machine with Intel  
SECTION TITLE: News  
June 18, 1998  
WORD COUNT: 337

22/6/46

01718369 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Switchboard Inc. Acquires Maps On Us From Lucent Technologies

May 18, 1998

WORD COUNT: 708

22/6/47

01384389 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Cincinnati Bell Electronic Yellow Pages Expands Database to Increase  
Consumers' Ease of Use

April 15, 1998

WORD COUNT: 624



22/3,K/4

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2009 Dialog. All rts. reserv.

12785596 (USE FORMAT 7 OR 9 FOR FULLTEXT)

TargetMail.com and infoUSA.com, Enable Marketers to Conduct Real Time  
Permission-Based Marketing Campaigns  
PR NEWSWIRE

September 12, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 534

... online destination ( www.infousa.com ), providing customizable  
sales leads, business and consumer information and database marketing  
solutions that enable small to medium size businesses, sales professionals  
and entrepreneurs to compete more...

22/3,K/6

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2009 Dialog. All rts. reserv.

11623954 (USE FORMAT 7 OR 9 FOR FULLTEXT)

MKT HAVE YOU GOT PERMISSION? The growth of e-mail has given marketers a  
medium that can be highly personal. Which means consumers will soon  
ignore any ad message they have not asked to receive. Ken Gofton reports  
KEN GOFTON

MARKETING, p28

June 22, 2000

JOURNAL CODE: FMKT LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 2507

... becoming much more aware of the restrictions on companies. About 6%  
of Hyundai's customer database has opted out of entering  
any kind of a dialogue with the company, which he is happy to...

22/3,K/12

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2009 Dialog. All rts. reserv.

11455420 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Special Report: Take a long term view to get a good return: In order to  
build successful customer-centric policies, financial services companies  
have to bite the bullet and pull back from the traditional path of  
product-led strategies. David Reed reports

PRECISION MARKETING, p17

March 27, 2000

JOURNAL CODE: FPM LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 1692

... help to provide ammunition to encourage investment, says David Cole, The Telegraph Group head of database marketing.

He argues that tests need to be conducted into such issues as the impact of a five...

22/3,K/31

DIALOG(R)File 20:Dialog Global Reporter

(c) 2009 Dialog. All rts. reserv.

04928357

Firms cast a wider Net to push consumers' buttons

Nguyen An

VIETNAM INVESTMENT REVIEW

August 17, 1998

JOURNAL CODE: WVIR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 624

Local firms should find advertising on the Internet far easier following the release of plans last week by the country...

...only Internet access provider, has already developed a number of services relating to e-business and commercial dealings on the World Wide Web, including advertising. To date, VDC 2 in Ho Chi Minh City boasts eight clients. At present, the...

... Van from VASC revealed that the electronic directory would only carry general information regarding enterprises advertising in the yellow pages at first, though more detailed information would be available in the...

...Minh City, Bui Ngoc Hai, told Vietnam Investment Review that his company had paid for advertising space on VNN, Yahoo and Alta Vista. As a result, his business has increased markedly as it allows the company to attract customers in the United States, Germany and Sweden. In addition, he also receives "back-information" on...

...is expected to be on show from next week. In Ho Chi Minh City, a customer assistance service centre is expected to open soon. Hai said that individuals, domestic and foreign, can surf the...

... have personal computers connected to the Internet, travellers and international businesspeople. The centre intends to offer a wide range of services, including Internet browsing, access to the World Wide Web, file...

## Full text NPL files - 2

? show files;ds;cost;logoff hold  
File 387:The Denver Post 1994-2009/Oct 02  
(c) 2009 Denver Post  
File 471:New York Times Fulltext 1980-2009/Oct 05  
(c) 2009 The New York Times  
File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06  
(c) 2002 Phoenix Newspapers  
File 494:St LouisPost-Dispatch 1988-2009/Jun 19  
(c) 2009 St Louis Post-Dispatch  
File 631:Boston Globe 1980-2009/Oct 05  
(c) 2009 Boston Globe  
File 633:Phil.Inquirer 1983-2009/Oct 05  
(c) 2009 Philadelphia Newspapers Inc  
File 638:Newsday/New York Newsday 1987-2009/Oct 04  
(c) 2009 Newsday Inc.  
File 640:San Francisco Chronicle 1988-2009/Oct 04  
(c) 2009 Chronicle Publ. Co.  
File 641:Rocky Mountain News Jun 1989-2009/Jan 16  
(c) 2009 Scripps Howard News  
File 702:Miami Herald 1983-2009/Oct 05  
(c) 2009 The Miami Herald Publishing Co.  
File 703:USA Today 1989-2009/Oct 02  
(c) 2009 USA Today  
File 704:(Portland)The Oregonian 1989-2009/Oct 04  
(c) 2009 The Oregonian  
File 713:Atlanta J/Const. 1989-2009/Mar 08  
(c) 2009 Atlanta Newspapers  
File 714:(Baltimore) The Sun 1990-2009/Sep 27  
(c) 2009 Baltimore Sun  
File 715:Christian Sci.Mon. 1989-2009/Jul 20  
(c) 2009 Christian Science Monitor  
File 725:(Cleveland)Plain Dealer Aug 1991-2009/Oct 03  
(c) 2009 The Plain Dealer  
File 735:St. Petersburg Times 1989- 2009/Oct 02  
(c) 2009 St. Petersburg Times

Set	Items	Description
S1	2884709	SALES()(PITCH OR TALK) OR SOLICITATION OR OFFER OR AD OR A-DVERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING - OR PLUG OR PROMO OR COMMERCIAL
S2	7205	S1(S)(DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (D-ATA OR INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR B-ANKS) OR DB OR KNOWLEDGEBASE OR KNOWLEDGEBASES OR MASTERFILE - OR MASTERFILES OR MASTER()(FILE OR FILES))
S3	7205	SALES()(PITCH OR TALK) OR SOLICITATION OR OFFER OR AD OR A-DVERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING -

OR PLUG OR PROMO OR COMMERCIAL

S4 208 HELPDESK OR HELPDESKS OR PHONECENTER OR PHONECENTERS OR (SERVICE OR HELP??? OR ASSIST? OR SUPPORT OR USER)()(DESK OR DESKS OR CENTER OR CENTERS OR CENTRE OR CENTRES) OR (CUSTOMER OR TECHNICAL OR TECH)()(CARE OR SUPPORT OR ASSISTANCE)

S5 3159 CALLER OR CALLERS OR CALLING()(PARTY OR PARTIES) OR CALL()-(ORIGINATOR OR ORIGINATORS) OR CUSTOMER OR CUSTOMERS OR USER - OR USERS OR PHONER OR PHONERS OR TELEPHONER OR TELEPHONERS

S6 114 (OPT OR OPTED OR OPTING)()OUT OR (REQUEST??? OR ASK???) (2N-)((NO OR "NOT" OR STOP)(2W)(CALL OR CALLS OR CALLING OR S3))

S7 1401 (BAD OR MIS OR INAPPROPRIATE)()(BEHAVIOR OR BEHAVIOUR OR RESPONSE OR RESPONSES OR REACTION OR REACTIONS) OR MISBEHAV? OR ARGU??? OR FIGHT??? OR ABUS??? OR (LOSE OR LOSING OR LOST)()-CONTROL OR ANGER OR ANGRY OR SWEAR??? OR CURS??? OR YELL OR YELLED OR YELLING OR SHOUT??? OR SCREAM???

S8 7205 DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR DB OR KNOWLEDGEBASE OR KNOWLEDGEBASES OR MASTERFILE OR MASTERFILES OR MASTER()(FILE OR FILES)

S9 18 S3(10N)(S4(7N)S5)

S10 23 S5(5N)S6

S11 47 S7(7N)S8

S12 0 S9(S)S10(S)S11

S13 0 S9(S)(S10 OR S11)

S14 0 S3(S)S4(S)S5(S)S6(S)S7(S)S8

S15 1 S3(S)S4(S)S5(S)(S6 OR S7)(S)S8

S16 56 (S3 OR S4)(S)S5(S)(S6 OR S7)(S)S8

S17 56 S15 OR S16

S18 24 S17 NOT (PY>2000 OR PD=20000919:20001231)

S19 21 RD (unique items)

19/6/1 (Item 1 from file: 471)  
04023955 328480000722  
NEWS SUMMARY  
Saturday July 22 2000  
Word Count: 1188

19/6/2 (Item 2 from file: 471)  
03787087 782459980504  
BUSINESS DIGEST  
Monday May 4 1998  
Word Count: 589

19/6/3 (Item 3 from file: 471)  
03154380 793639960812

BUSINESS DIGEST  
Monday August 12 1996  
Word Count: 616

19/6/4 (Item 4 from file: 471)  
03075057 235995951009  
BUSINESS DIGEST  
Monday October 9 1995  
Word Count: 627

19/6/5 (Item 5 from file: 471)  
02461668 388270920726  
The Borland Barbarian's New Weapon  
Sunday July 26 1992  
Word Count: 2842

19/6/6 (Item 1 from file: 638)  
10710003  
Napster Appeals / Internet site tries to avert shutdown  
Friday July 28, 2000  
Word Count: 1,070

19/6/7 (Item 2 from file: 638)  
10532075  
Campaign Focuses on Internet Privacy  
Tuesday February 1, 2000  
Word Count: 322

19/6/8 (Item 3 from file: 638)  
10529235  
INDUSTRY FOCUS  
Saturday January 29, 2000  
Word Count: 1,096

19/6/9 (Item 1 from file: 702)  
10740373  
VOLUNTEERS  
Sunday, August 27, 2000  
Word Count: 1,698

19/6/10 (Item 1 from file: 703)

08692535  
Investors dump DoubleClick on inquiry report  
THURSDAY February 17, 2000  
Word Count: 363

19/6/11 (Item 2 from file: 703)  
08656046  
Anti-privacy virus  
FRIDAY THROUGH SUNDAY January 29, 1999  
Word Count: 390

19/6/12 (Item 1 from file: 704)  
08198058  
THE FOLLOWING VOLUNTEER OPPORTUNITIES ARE  
MONDAY, July 17, 1995  
Word Count: 473

19/6/13 (Item 1 from file: 713)  
10744311  
DAILY BRIEFING  
Thursday, August 31, 2000  
Word Count: 2,688

19/6/14 (Item 2 from file: 713)  
10612085  
DAILY BRIEFING  
Friday, April 21, 2000  
Word Count: 2,565

19/6/15 (Item 3 from file: 713)  
10586146  
KNIGHTS OF GOLD DOME ARE WARY OF 'KING ROY' 2000 GEORGIA LEGISLATURE  
Sunday, March 26, 2000  
Word Count: 2,668

19/6/16 (Item 4 from file: 713)  
09624008  
NETWATCH THE AJC'S DAILY ONLINE GUIDE NBC'S 'SATURDAY NIGHT LIVE' GOES  
ONLINE BEGINNING TODAY  
Monday, May 4, 1998  
Word Count: 782

19/6/17 (Item 5 from file: 713)  
09597077  
NUNN WARNS OF 'PEARL HARBOR' ATTACK BY CYBERSPACE HACKERS  
Tuesday, April 7, 1998  
Word Count: 400

19/6/18 (Item 1 from file: 715)  
09377463  
USA  
Tuesday, May 09, 2000  
Word Count: 446

19/6/19 (Item 2 from file: 715)  
09371228  
DON'T LOOK NOW, BUT WE KNOW ALL ABOUT YOU  
Thursday, January 27, 2000  
Word Count: 732

19/6/20 (Item 3 from file: 715)  
09366428  
WHEN WEB DEALS GO AWRY  
Monday, November 08, 1999  
Word Count: 778

19/6/21 (Item 4 from file: 715)  
09350901  
SLIDE TOWARD SURVEILLANCE SOCIETY  
Friday, February 26, 1999  
Word Count: 768

19/3,K/5 (Item 5 from file: 471)  
DIALOG(R)File 471:New York Times Fulltext  
(c) 2009 The New York Times. All rts. reserv.

02461668 NYT Sequence Number: 388270920726 (USE FORMAT 7 FOR FULLTEXT)  
The Borland Barbarian's New Weapon  
LAWRENCE M. FISHER  
New York Times, Late Edition - Final ED, COL 2, P 1  
Sunday July 26 1992  
DOCUMENT TYPE: Newspaper LANGUAGE: English RECORD TYPE: Fulltext  
SECTION HEADING: SECT3  
Word Count: 2842

... computer files that may include graphics and sound, and it can also interact with other data-base programs, like those made by Oracle and Sybase. Using object-oriented technology, Borland will offer Interbase as an invisible layer allowing users to mix its dBase and Paradox data bases with products from other companies. Customers can then choose to use both Paradox and Oracle, which complement each other, rather than...

19/3,K/19 (Item 2 from file: 715)  
DIALOG(R)File 715:Christian Sci.Mon.  
(c) 2009 Christian Science Monitor. All rts. reserv.

09371228  
DON'T LOOK NOW, BUT WE KNOW ALL ABOUT YOU  
Christian Science Monitor (CH) - Thursday, January 27, 2000  
By: Tom Regan  
Edition: ALL Section: FEATURES, BOOKS Page: 17  
Word Count: 732  
TEXT:  
DATABASE NATION By Simson Garfinkel O'Reilly Books 320 pp., \$24.95 A few days ago...

... s just this kind of "policy" that is at the heart of Simson Garfinkel's "Database Nation: The Death of Privacy in the 21st Century." Garfinkel, who wrote about technology for the Monitor in the early 1990s, argues convincingly that our privacy is under assault from a variety of sources, including government agencies...

... advanced technology, and the unbridled exchange of electronic information." O'Reilly Books, the publisher of "Database Nation," compares it to Rachel Carson's "Silent Spring," the book that almost single-handedly...

...the most people. But as Garfinkel writes, the evidence can't be ignored. These days, advertisers, venture capitalists, and marketers demand more and more personal information about customers before they'll



advertise in the media, or back a new start-up, or invest in an established company...

...your movements online even after you've left their site.) What I enjoyed most about "Database Nation" was Garfinkel's ability to write about privacy issues without ranting or raving. The...

...being the Big Brother of "1984," is the average citizen's best friend in the fight to protect privacy - and that vigorous, muscular legislation, and not voluntary standards, is the best...

... privacy and security issues will ultimately dwarf the Y2K hysteria of the past two years. "Database Nation" gives a way to detect the privacy land mines in our culture and ultimately...

CAPTION:

19/3,K/20 (Item 3 from file: 715)  
DIALOG(R)File 715:Christian Sci.Mon.  
(c) 2009 Christian Science Monitor. All rts. reserv.

09366428

WHEN WEB DEALS GO AWRY

Christian Science Monitor (CH) - Monday, November 08, 1999

By: Sara Steindorf, Special to The Christian Science Monitor

Edition: ALL Section: FEATURES, WORK & MONEY, ONLINE ACCOUNTABILITY

Page: 19

Word Count: 778

TEXT:

... who can fall through the cracks of traditional consumer-advocate agencies within the government. Analysts argue federal agencies like the BBB lack the time - and the savvy - to follow through with...

...enough," says Mr. Morgan. Other consumer protection sites are similar in principle, but don't offer the insurance. Among the many are ScamBusters.org, BizRate.com, Safeshopping.org, and ithought.com. The Federal Trade Commission, meanwhile, does have a searchable database of company complaints called the Consumer Sentinel. But it is only accessible to legal groups...

... tailers, however, are simple cases of uncooperative site management. In the brick-and-mortar world, customer service may be paramount, but on the Web, analysts say, it is often an afterthought...

... up a pretty site - the better to go public and score big - than in satisfying customers. Consider the results from a recent study by Resource Marketing, a Columbus, Ohio, consulting firm that evaluates

e-commerce sites. Of the 45 sites it tested, only 60 percent bothered to respond to customers' e-mail inquiries. Fewer than 10 sites had prominent guarantees offering full refunds to dissatisfied customers. And only 30 percent of the sites had real-time inventory look-up, essential for...

... is in stock. Lately, though, many Web companies have been rushing to improve glitches in customer service and site technicalities, in time for what analysts have christened the biggest holiday e-shopping season ever. "Web companies have felt the burn of bad customer service," says Jenny Barrett, intelligence analyst for Resource Marketing. "Now on the rise is a more integrated approach to customer service." Callback features are one example. These allow surfers to click on a button and...

... shopping experience is to scrutinize (an e-tailer's) site," says Marty Winston, a computer marketing consultant in Novelty, Ohio. Before you shop, he says, check for a working phone number...

CAPTION:

19/3,K/21 (Item 4 from file: 715)  
DIALOG(R)File 715:Christian Sci.Mon.  
(c) 2009 Christian Science Monitor. All rts. reserv.

09350901

SLIDE TOWARD SURVEILLANCE SOCIETY

Christian Science Monitor (CH) - Friday, February 26, 1999

By: Laurent Belsie, Staff writer of The Christian Science Monitor

Edition: ALL Section: USA, TRENDS Page: 1

Word Count: 768

TEXT:

In Arizona, some supermarkets now require a fingerprint before they will cash a customer's check. In Japan, companies use eye scans to ensure security. New York State keeps...

... crime detection. Around the world, new technology is allowing corporations and governments unprecedented ability to fight fraud, detect scams, and enhance security. But the technology that tracks suspected terrorists and tells...

...movements and actions will be monitored." To be sure, a few policymakers and technologists are fighting to reverse these trends. But some high-tech fraud-fighters say the battle is already lost. "The days of privacy are over," says John Valentine...

... Twenty-five years ago, the fear was the big dossier, the big file, the big database," says James Dempsey, senior staff counsel with the Center for Democracy and Technology, a privacy...

... over Image Data, a small Nashua, N.H., company that plans to build a national database of identification photos. Its goal is simple: Crooks can't use fake or stolen IDs if store clerks can call up photos in a data bank. But the company has touched off a storm of criticism after buying more than 22...

... Post report last week, the company also got \$1.5 million in federal funds and technical assistance from the Secret Service. The federal government hopes to use the technology for much broader purposes than advertised, including fighting terrorism and checking up on illegal immigrants. The flap has caused Florida and Colorado to...

... companies to collect data it wants. Currently, federal bank regulators are proposing a "Know Your Customer" program, which would require banks to routinely review their clients' transactions and notify the IRS...

CAPTION:

### Full text NPL files - 3

? show files;ds;cost;logoff hold

File 477:Irish Times 1999-2009/Oct 05

(c) 2009 Irish Times

File 710:Times/Sun.Times(London) Jun 1988-2009/Oct 05

(c) 2009 Times Newspapers

File 711:Independent(London) Sep 1988-2006/Dec 12

(c) 2006 Newspaper Publ. PLC

File 756:Daily/Sunday Telegraph 2000-2009/Oct 05

(c) 2009 Telegraph Group

File 757:Mirror Publications/Independent Newspapers 2000-2009/Oct 05

(c) 2009

Set Items Description

- S1 1368123 SALES()(PITCH OR TALK) OR SOLICITATION OR OFFER OR AD OR A-DVERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING - OR PLUG OR PROMO OR COMMERCIAL
- S2 1368123 SALES()(PITCH OR TALK) OR SOLICITATION OR OFFER OR AD OR A-DVERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING - OR PLUG OR PROMO OR COMMERCIAL
- S3 5616 HELPDESK OR HELPDESKS OR PHONECENTER OR PHONECENTERS OR (S-ERVICE OR HELP??? OR ASSIST? OR SUPPORT OR USER)()(DESK OR DE-SKS OR CENTER OR CENTERS OR CENTRE OR CENTRES) OR (CUSTOMER OR TECHNICAL OR TECH)()(CARE OR SUPPORT OR ASSISTANCE)
- S4 170198 CALLER OR CALLERS OR CALLING()(PARTY OR PARTIES) OR CALL()- (ORIGINATOR OR ORIGINATORS) OR CUSTOMER OR CUSTOMERS OR USER - OR USERS OR PHONER OR PHONERS OR TELEPHONER OR TELEPHONERS
- S5 4205 (OPT OR OPTED OR OPTING)()OUT OR (REQUEST??? OR ASK???) (2N- )((NO OR "NOT" OR STOP)(2W)(CALL OR CALLS OR CALLING OR S2))
- S6 255545 (BAD OR MIS OR INAPPROPRIATE)()(BEHAVIOR OR BEHAVIOUR OR R-ESPONSE OR RESPONSES OR REACTION OR REACTIONS) OR MISBEHAV? OR ARGU??? OR FIGHT??? OR ABUS??? OR (LOSE OR LOSING OR LOST)()- CONTROL OR ANGER OR ANGRY OR SWEAR??? OR CURS??? OR YELL OR Y-ELLED OR YELLING OR SHOUT??? OR SCREAM???
- S7 13356 DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR DB OR KNOWLEDGEBASE OR KNOWLEDGEBASES OR MASTERFILE OR MASTE-RFILES OR MASTER() (FILE OR FILES)
- S8 340 S2(10N)(S3(7N)S4)
- S9 81 S4(5N)S5
- S10 88 S6(7N)S7
- S11 0 S8(S)S9(S)S10
- S12 0 S8(S)(S9 OR S10)
- S13 0 S2(S)S3(S)S4(S)S5(S)S6(S)S7
- S14 0 S2(S)S3(S)S4(S)(S5 OR S6)(S)S7
- S15 32 (S2 OR S3)(S)S4(S)(S5 OR S6)(S)S7
- S16 2 S15 NOT (PY> 2000 OR PD= 20000919:20001231)
- S17 2 RD (unique items)

17/6/1 (Item 1 from file: 710)  
08680335  
How to turn an order into a sales call; Infotech Multimedia  
Friday, June 16, 1995  
Word Count: 553

17/6/2 (Item 1 from file: 711)  
10714166  
LAW: THEY KNOW WHERE YOU LIVE  
Tuesday, August 1, 2000  
Word Count: 1,094

## Full text NPL files - 4

? show files;ds;cost;logoff hold  
 File 634:San Jose Mercury Jun 1985-2009/Sep 26  
     (c) 2009 San Jose Mercury News  
 File 610:Business Wire 1999-2009/Oct 05  
     (c) 2009 Business Wire.  
 File 613:PR Newswire 1999-2009/Oct 05  
     (c) 2009 PR Newswire Association Inc  
 File 810:Business Wire 1986-1999/Feb 28  
     (c) 1999 Business Wire  
 File 813:PR Newswire 1987-1999/Apr 30  
     (c) 1999 PR Newswire Association Inc  
 File 996:Newsroom 2004  
     (c) 2009 Dialog  
 File 249:Mgt. & Mktg. Abs. 1976-2007Apr W5  
     (c) 2007 Pira International

Set	Items	Description
S1	6588854	SALES()(PITCH OR TALK) OR SOLICITATION OR OFFER OR AD OR ADVERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDISING - OR PLUG OR PROMO OR COMMERCIAL
S2	87576	S1(S)(DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR DB OR KNOWLEDGEBASE OR KNOWLEDGEBASES OR MASTERFILE - OR MASTERFILES OR MASTER()(FILE OR FILES))
S3	87576	SALES()(PITCH OR TALK) OR SOLICITATION OR OFFER OR AD OR ADVERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDISING - OR PLUG OR PROMO OR COMMERCIAL
S4	7586	HELPDESK OR HELPDESKS OR PHONECENTER OR PHONECENTERS OR (SERVICE OR HELP??? OR ASSIST? OR SUPPORT OR USER)()(DESK OR DESKS OR CENTER OR CENTERS OR CENTRE OR CENTRES) OR (CUSTOMER OR TECHNICAL OR TECH)()(CARE OR SUPPORT OR ASSISTANCE)
S5	61806	CALLER OR CALLERS OR CALLING()(PARTY OR PARTIES) OR CALL()-(ORIGINATOR OR ORIGINATORS) OR CUSTOMER OR CUSTOMERS OR USER - OR USERS OR PHONER OR PHONERS OR TELEPHONER OR TELEPHONERS
S6	441	(OPT OR OPTED OR OPTING)()OUT OR (REQUEST??? OR ASK???) (2N-)((NO OR "NOT" OR STOP)(2W)(CALL OR CALLS OR CALLING OR S3))
S7	3604	(BAD OR MIS OR INAPPROPRIATE)()(BEHAVIOR OR BEHAVIOUR OR RESPONSE OR RESPONSES OR REACTION OR REACTIONS) OR MISBEHAV? OR ARGU??? OR FIGHT??? OR ABUS??? OR (LOSE OR LOSING OR LOST)()-CONTROL OR ANGER OR ANGRY OR SWEAR??? OR CURS??? OR YELL OR YELLED OR YELLING OR SHOUT??? OR SCREAM???
S8	87576	DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR DB OR KNOWLEDGEBASE OR KNOWLEDGEBASES OR MASTERFILE OR MASTERFILES OR MASTER()(FILE OR FILES)
S9	1297	S3(10N)(S4(7N)S5)

S10	55	S5(5N)S6
S11	214	S7(7N)S8
S12	0	S9(S)S10(S)S11
S13	1	S9(S)(S10 OR S11)
S14	9	S3(S)S4(S)S5(S)S6(S)S7(S)S8
S15	52	S3(S)S4(S)S5(S)(S6 OR S7)(S)S8
S16	52	S14 OR S15
S17	0	S16 NOT (PY> 2000 OR PD= 20000919:20001231)

## Full text NPL files - 5

? show files;ds;cost;logoff hold

File 9: Business & Industry(R) Jul/1994-2009/Oct 03

(c) 2009 Gale/Cengage

File 13: BAMP 2009/Oct 01

(c) 2009 Gale/Cengage

File 15: ABI/Inform(R) 1971-2009/Oct 03

(c) 2009 ProQuest Info&Learning

File 16: Gale Group PROMT(R) 1990-2009/Sep 09

(c) 2009 Gale/Cengage

File 75: TGG Management Contents(R) 86-2009/Sep W1

(c) 2009 Gale/Cengage

File 47: Gale Group Magazine DB(TM) 1959-2009/Sep 21

(c) 2009 Gale/Cengage

File 148: Gale Group Trade & Industry DB 1976-2009/Sep 16

(c) 2009 Gale/Cengage

File 160: Gale Group PROMT(R) 1972-1989

(c) 1999 The Gale Group

Set Items Description

S1 16288345 SALES()(PITCH OR TALK) OR SOLICITATION OR OFFER OR AD OR ADVERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING - OR PLUG OR PROMO OR COMMERCIAL

S2 292928 S1(S)(DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR DB OR KNOWLEDGEbase OR KNOWLEDGEbases OR MASTERFILE - OR MASTERFILES OR MASTER() (FILE OR FILES))

S3 292928 SALES()(PITCH OR TALK) OR SOLICITATION OR OFFER OR AD OR ADVERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDI?ING - OR PLUG OR PROMO OR COMMERCIAL

S4 23670 HELPDESK OR HELPDESKS OR PHONECENTER OR PHONECENTERS OR (SERVICE OR HELP??? OR ASSIST? OR SUPPORT OR USER)()(DESK OR DESKS OR CENTER OR CENTERS OR CENTRE OR CENTRES) OR (CUSTOMER OR TECHNICAL OR TECH)()(CARE OR SUPPORT OR ASSISTANCE)

S5 212477 CALLER OR CALLERS OR CALLING()(PARTY OR PARTIES) OR CALL()-(ORIGINATOR OR ORIGINATORS) OR CUSTOMER OR CUSTOMERS OR USER - OR USERS OR PHONER OR PHONERS OR TELEPHONER OR TELEPHONERS

S6 2595 (OPT OR OPTED OR OPTING)()OUT OR (REQUEST??? OR ASK???) (2N-)((NO OR "NOT" OR STOP)(2W)(CALL OR CALLS OR CALLING OR S3))

S7 26882 (BAD OR MIS OR INAPPROPRIATE)()(BEHAVIOR OR BEHAVIOUR OR RESPONSE OR RESPONSES OR REACTION OR REACTIONS) OR MISBEHAV? OR ARGU??? OR FIGHT??? OR ABUS??? OR (LOSE OR LOSING OR LOST)()-CONTROL OR ANGER OR ANGRY OR SWEAR??? OR CURS??? OR YELL OR YELLED OR YELLING OR SHOUT??? OR SCREAM???

S8 292928 DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR DB OR KNOWLEDGEbase OR KNOWLEDGEbases OR MASTERFILE OR MASTE-



RFILES OR MASTER()(FILE OR FILES)  
S9 3615 S3(10N)(S4(7N)S5)  
S10 481 S5(5N)S6  
S11 1293 S7(7N)S8  
S12 0 S9(S)S10(S)S11  
S13 1 S9(S)(S10 OR S11)  
S14 49 S3(S)S4(S)S5(S)(S6 OR S7)(S)S8  
S15 29 S14 NOT (PY> 2000 OR PD= 20000919:20001231)  
S16 23 RD (unique items)

16/6/1 (Item 1 from file: 9)  
02195369 Supplier Number: 25731345  
Chicago's largest public companies: Ranked by 1999 revenues: 77: Metal  
Management Inc: Part 3  
June 08, 2000  
WORD COUNT: 1428

16/6/2 (Item 2 from file: 9)  
01412929 Supplier Number: 24084603  
GTE Teams With Informix On Web-Based Law Enforcement  
November 12, 1997  
WORD COUNT: 674

16/6/3 (Item 3 from file: 9)  
01398799 Supplier Number: 24067521  
Bastille Service Catches Criminals Via Web  
October 28, 1997  
WORD COUNT: 721

16/6/4 (Item 4 from file: 9)  
01393318 Supplier Number: 24046116  
INFERENCE CORP SEARCHES FOR LOST FORM  
October 01, 1997  
WORD COUNT: 827

16/6/5 (Item 5 from file: 9)  
01276153 Supplier Number: 23924445  
A STUDENT'S HOBBY HAS TURNED INTO A VITAL TOOL IN MANAGEMENT OF  
INFORMATION TECHNOLOGY  
June 09, 1997  
WORD COUNT: 563

16/6/6 (Item 6 from file: 9)  
01235278 Supplier Number: 23868294  
BULL ENTERS SYSTEMS MANAGEMENT FRAY, BUT HAS IT GOT CAPACITY TO SUPPORT A  
STAND-ALONE PRODUCT?  
April 18, 1997  
WORD COUNT: 386

16/6/7 (Item 1 from file: 13)  
00612147 Supplier Number: 24599153 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
Authoring Software: It's the Write Stuff  
April 1999  
WORD COUNT: 1174

16/6/8 (Item 1 from file: 15)  
02069863 60926553 \*\* USE FORMAT 7 OR 9 FOR FULL TEXT\*\*  
Computer Help  
Sep 11, 2000  
WORD COUNT: 643

16/6/9 (Item 1 from file: 16)  
07800608 Supplier Number: 65161499 (USE FORMAT 7 FOR FULLTEXT)  
Tweak Registry for Broadband Speed.(Everything you need to know about  
getting and using broadband Internet access.)(Product Support)(Tutorial)  
July 25, 2000  
Word Count: 4247

16/6/10 (Item 2 from file: 16)  
07754554 Supplier Number: 64787846 (USE FORMAT 7 FOR FULLTEXT)  
Computer Help.(Brief Article)  
Sept 11, 2000  
Word Count: 663

16/6/11 (Item 3 from file: 16)  
07095459 Supplier Number: 59952899 (USE FORMAT 7 FOR FULLTEXT)  
EU DRUGS STRATEGY 2000-2004: COMMISSION AND PRESIDENCY EMPHASISE  
INTERNATIONAL COOPERATION.  
March 8, 2000  
Word Count: 3961

16/6/12 (Item 4 from file: 16)  
06131183 Supplier Number: 53875010 (USE FORMAT 7 FOR FULLTEXT)  
VRML 99 OPEN TO OTHER 3D WEB TECHNOLOGIES.

Feb 8, 1999  
Word Count: 1255

16/6/13 (Item 5 from file: 16)  
05697778 Supplier Number: 50140423 (USE FORMAT 7 FOR FULLTEXT)  
INTERNET: IE BECOMING MORE AND MORE ENTRENCHED  
July 8, 1998  
Word Count: 415

16/6/14 (Item 6 from file: 16)  
05064174 Supplier Number: 47434687 (USE FORMAT 7 FOR FULLTEXT)  
REVIEW & COMMENT ON THE NEWS...  
June 2, 1997  
Word Count: 1647

16/6/15 (Item 7 from file: 16)  
04505906 Supplier Number: 46618162 (USE FORMAT 7 FOR FULLTEXT)  
Editorial - AOL Outage Highlights Need For Backup Access 08/09/96  
August 9, 1996  
Word Count: 774

16/6/16 (Item 8 from file: 16)  
04138872 Supplier Number: 46041943  
Universal Foods Corp. - Company Report  
Jan 2, 1996

16/6/17 (Item 1 from file: 47)  
04248472 SUPPLIER NUMBER: 16897853 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Microsoft, keep out! (Pipeline)(Trends)(Column)  
June 13, 1995  
WORD COUNT: 625 LINE COUNT: 00059

16/6/18 (Item 1 from file: 148)  
10640668 SUPPLIER NUMBER: 20876596 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
IE BECOMING MORE AND MORE ENTRENCHED.  
July 8, 1998  
WORD COUNT: 433 LINE COUNT: 00037

16/6/19 (Item 2 from file: 148)  
09048711 SUPPLIER NUMBER: 18769987 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Looking for free technical support? Give it up, and break out your wallet.

(The Gripe Line) (Technology Information)(Column)  
Oct 14, 1996  
WORD COUNT: 782 LINE COUNT: 00060

16/6/20 (Item 3 from file: 148)  
06398473 SUPPLIER NUMBER: 13441032 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Microsoft and SPC to charge for support. (Software Publishing Corp.)  
Jan 27, 1993  
WORD COUNT: 471 LINE COUNT: 00037

16/6/21 (Item 4 from file: 148)  
05115794 SUPPLIER NUMBER: 10542370 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Informix moves Smartware II development to UK, adds version 1.5, charges for support.  
March 28, 1991  
WORD COUNT: 640 LINE COUNT: 00050

16/6/22 (Item 5 from file: 148)  
04558575 SUPPLIER NUMBER: 08369510 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Mainframe decisions. (information technology in marketing )  
March 1, 1990  
WORD COUNT: 1474 LINE COUNT: 00115

16/6/23 (Item 1 from file: 160)  
01009726  
BUILDING UP YOUR PERSONAL COMPUTERS.  
March, 1984

16/3,K/5 (Item 5 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2009 Gale/Cengage. All rts. reserv.

01276153 Supplier Number: 23924445  
A STUDENT'S HOBBY HAS TURNED INTO A VITAL TOOL IN MANAGEMENT OF  
INFORMATION TECHNOLOGY

(Prolin NV, Dutch service management company, has been acquired by  
Hewlett-Packard for an undisclosed amount; Prolin currently has turnover  
in the \$30mil region & the prospect of explosive growth)

Computergram International, n 3177, p N/A

June 09, 1997

DOCUMENT TYPE: Newsletter ISSN: 0268-716X (United Kingdom)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 563

TEXT:

...ITSM software spans all the functions required to run a substantial  
information technology operation, including help desk  
management, service level management, and software control and  
distribution. "What financial packages do for accounts...

...been helped by the fact that it has few direct competitors. While there  
are many help desk suites, and there are all kinds of advanced  
systems management tools, no other company, argues Mol, offers a full  
range of products to help manage the information technology department. The...

...software is much more open and more scalable. It runs on top of an  
Oracle database on anything from a PC server to an IBM mainframe. It  
has also been designed to 'plug into' and complement IBM's Tivoli  
system management products and Hewlett-Packard's OpenView...

...process where Prolin plays is uncluttered. Although some analysts appear  
to characterise Prolin as a help desk oriented product, Mol  
insists that the company's flagship software suite, IT Service Manager, is...

...message appears to be accepted in the marketplace. Shell, Unilever, and  
Phillips are among its customers. And, most notably for the US  
market, it has won contracts with UPS, Union Carbide...

...OpenView network. The two companies insist that there is no conflict  
between Prolin's configuration, help desk, change, problem,  
distribution, report and service level managers and some OpenView features  
which have similar...

## Full text NPL files - 6

? show files;ds;cost;logoff hold

File 275:Gale Group Computer DB(TM) 1983-2009/Sep 03

(c) 2009 Gale/Cengage

File 485:Accounting & Tax DB 1971-2009/Sep W4

(c) 2009 ProQuest Info&Learning

File 621:Gale Group New Prod.Annou.(R) 1985-2009/Aug 26

(c) 2009 Gale/Cengage

File 635:Business Dateline(R) 1985-2009/Oct 05

(c) 2009 ProQuest Info&Learning

File 636:Gale Group Newsletter DB(TM) 1987-2009/Sep 09

(c) 2009 Gale/Cengage

File 570:Gale Group MARS(R) 1984-2009/Sep 09

(c) 2009 Gale/Cengage

File 624:McGraw-Hill Publications 1985-2009/Oct 05

(c) 2009 McGraw-Hill Co. Inc

File 56:Computer and Information Systems Abstracts 1966-2009/Sep

(c) 2009 CSA.

Set Items Description

- S1 7469168 SALES()(PITCH OR TALK) OR SOLICITATION OR OFFER OR AD OR ADVERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDISING - OR PLUG OR PROMO OR COMMERCIAL
- S2 136957 S1(S)(DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR DB OR KNOWLEDGEBASE OR KNOWLEDGEBASES OR MASTERFILE - OR MASTERFILES OR MASTER()(FILE OR FILES))
- S3 136957 SALES()(PITCH OR TALK) OR SOLICITATION OR OFFER OR AD OR ADVERT? OR SPIEL OR INFOMERCIAL OR MARKETING OR MERCHANDISING - OR PLUG OR PROMO OR COMMERCIAL
- S4 11016 HELPDESK OR HELPDESKS OR PHONECENTER OR PHONECENTERS OR (SERVICE OR HELP??? OR ASSIST? OR SUPPORT OR USER)()(DESK OR DESKS OR CENTER OR CENTERS OR CENTRE OR CENTRES) OR (CUSTOMER OR TECHNICAL OR TECH)()(CARE OR SUPPORT OR ASSISTANCE)
- S5 97841 CALLER OR CALLERS OR CALLING()(PARTY OR PARTIES) OR CALL()-(ORIGINATOR OR ORIGINATORS) OR CUSTOMER OR CUSTOMERS OR USER - OR USERS OR PHONER OR PHONERS OR TELEPHONER OR TELEPHONERS
- S6 726 (OPT OR OPTED OR OPTING)()OUT OR (REQUEST??? OR ASK???) (2N-)((NO OR "NOT" OR STOP)(2W)(CALL OR CALLS OR CALLING OR S3))
- S7 8467 (BAD OR MIS OR INAPPROPRIATE)()(BEHAVIOR OR BEHAVIOUR OR RESPONSE OR RESPONSES OR REACTION OR REACTIONS) OR MISBEHAV? OR ARGU??? OR FIGHT??? OR ABUS??? OR (LOSE OR LOSING OR LOST)()-CONTROL OR ANGER OR ANGRY OR SWEAR??? OR CURS??? OR YELL OR YELLED OR YELLING OR SHOUT??? OR SCREAM???
- S8 136957 DATABASE OR DATABASES OR DATABANK OR DATABANKS OR (DATA OR INFORMATION OR KNOWLEDGE)()(BASE OR BASES OR BANK OR BANKS) OR DB OR KNOWLEDGEBASE OR KNOWLEDGEBASES OR MASTERFILE OR MASTE-

RFILES OR MASTER()(FILE OR FILES)  
S9 1731 S3(10N)(S4(7N)S5)  
S10 127 S5(5N)S6  
S11 540 S7(7N)S8  
S12 0 S9(S)S10(S)S11  
S13 0 S9(S)(S10 OR S11)  
S14 28 S3(S)S4(S)S5(S)(S6 OR S7)(S)S8  
S15 24 S14 NOT (PY> 2000 OR PD= 20000919:20001231)  
S16 19 RD (unique items)

16/6/1 (Item 1 from file: 275)  
02432430 SUPPLIER NUMBER: 65161499 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Tweak Registry for Broadband Speed.(Everything you need to know about  
getting and using broadband Internet access.)(Product Support)(Tutorial)  
July 25, 2000  
WORD COUNT: 4407 LINE COUNT: 00337

16/6/2 (Item 2 from file: 275)  
02408079 SUPPLIER NUMBER: 62652933 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Special Report: Inside Windows Me Beta 3.(News Briefs)  
May 4, 2000  
WORD COUNT: 7234 LINE COUNT: 00539

16/6/3 (Item 3 from file: 275)  
02269326 SUPPLIER NUMBER: 53875010 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
VRML 99 OPEN TO OTHER 3D WEB TECHNOLOGIES.  
Feb 8, 1999  
WORD COUNT: 1328 LINE COUNT: 00107

16/6/4 (Item 4 from file: 275)  
02242429 SUPPLIER NUMBER: 20876596 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
IE BECOMING MORE AND MORE ENTRENCHED.  
July 8, 1998  
WORD COUNT: 433 LINE COUNT: 00037

16/6/5 (Item 5 from file: 275)  
02058635 SUPPLIER NUMBER: 19343300 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
BULL ENTERS SYSTEMS MANAGEMENT FRAY, BUT HAS IT GOT CAPACITY TO SUPPORT A  
STAND-ALONE PRODUCT?  
April 18, 1997  
WORD COUNT: 409 LINE COUNT: 00036

16/6/6 (Item 6 from file: 275)  
01785015 SUPPLIER NUMBER: 16897853 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Microsoft, keep out! (Pipeline)(Trends)(Column)  
June 13, 1995  
WORD COUNT: 630 LINE COUNT: 00048

16/6/7 (Item 7 from file: 275)  
01586149 SUPPLIER NUMBER: 13441032 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Microsoft and SPC to charge for support. (Software Publishing Corp.)  
Jan 27, 1993  
WORD COUNT: 471 LINE COUNT: 00037

16/6/8 (Item 8 from file: 275)  
01501293 SUPPLIER NUMBER: 11961017 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Three cases: all CBR, but worlds apart. (case-based reasoning program  
development tools are described: ReMind, Esteem and CBR Express; use of  
CBR Express by American Airlines and a typical case are discussed)  
Jan 31, 1992  
WORD COUNT: 3086 LINE COUNT: 00235

16/6/9 (Item 9 from file: 275)  
01423107 SUPPLIER NUMBER: 10542370 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Informix moves Smartware II development to UK, adds version 1.5, charges for support.  
March 28, 1991  
WORD COUNT: 640 LINE COUNT: 00050

16/6/10 (Item 1 from file: 636)  
04589633 Supplier Number: 59952899 (USE FORMAT 7 FOR FULLTEXT)  
EU DRUGS STRATEGY 2000-2004: COMMISSION AND PRESIDENCY EMPHASISE  
INTERNATIONAL COOPERATION.  
March 8, 2000  
Word Count: 3961

16/6/11 (Item 2 from file: 636)  
03918420 Supplier Number: 50140423 (USE FORMAT 7 FOR FULLTEXT)  
INTERNET: IE BECOMING MORE AND MORE ENTRENCHED  
July 8, 1998  
Word Count: 415

16/6/12 (Item 3 from file: 636)  
03796282 Supplier Number: 48229229 (USE FORMAT 7 FOR FULLTEXT)  
Contracting Opportunities (part 4 of 4)



Jan 16, 1998  
Word Count: 6137

16/6/13 (Item 4 from file: 636)  
03679250 Supplier Number: 47932996 (USE FORMAT 7 FOR FULLTEXT)  
Newsbytes Daily Summary 08/25/97  
August 25, 1997  
Word Count: 4162

16/6/14 (Item 5 from file: 636)  
03591654 Supplier Number: 47434687 (USE FORMAT 7 FOR FULLTEXT)  
REVIEW & COMMENT ON THE NEWS...  
June 2, 1997  
Word Count: 1647

16/6/15 (Item 6 from file: 636)  
03372964 Supplier Number: 46937000 (USE FORMAT 7 FOR FULLTEXT)  
SYSTEMWATCH ADDS DEC ALPHA SUPPORT  
Dec 1, 1996  
Word Count: 710

16/6/16 (Item 7 from file: 636)  
03227758 Supplier Number: 46618162 (USE FORMAT 7 FOR FULLTEXT)  
Editorial - AOL Outage Highlights Need For Backup Access 08/09/96  
August 9, 1996  
Word Count: 774

16/6/17 (Item 8 from file: 636)  
02782133 Supplier Number: 45645727 (USE FORMAT 7 FOR FULLTEXT)  
BPR SPECIAL REPORT: Best Practices and Technologies for Change Management  
July 1, 1995  
Word Count: 3987

16/6/18 (Item 9 from file: 636)  
02674113 Supplier Number: 45421834 (USE FORMAT 7 FOR FULLTEXT)  
SCOPUS EXTENDS CUSTOMER SUPPORT SYSTEM ACROSS MULTIPLE ORGANISATIONS,  
PROMISES EE1, EE2  
March 24, 1995  
Word Count: 658

16/6/19 (Item 10 from file: 636)

01228053    Supplier Number: 41239986 (USE FORMAT 7 FOR FULLTEXT)  
BELL ATLANTIC ASKS TO SELL ADS ON GATEWAY SERVICE  
March 26, 1990  
Word Count:    657

16/3,K/15 (Item 6 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2009 Gale/Cengage. All rts. reserv.

03372964 Supplier Number: 46937000 (USE FORMAT 7 FOR FULLTEXT)  
SYSTEMWATCH ADDS DEC ALPHA SUPPORT  
UNIX Update, v7, n12, pN/A  
Dec 1, 1996  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 710

ABSTRACT:

TEXT:

...flexible solution for managing distributed UNIX systems, SystemWatch is designed to reduce or eliminate "fire fighting" by system administrators. SystemWatch is usable right "out-of-the-box" for essential systems management needs: managing disk space, memory, SWAP space, CPU utilization, host availability, database performance/availability, system/application processes and system logs. Besides being able to immediately manage systems...

...Unix systems. As a result, system administrators can usually react to emergencies only after end-users notify them that the system has failed." SCH estimates, in fact, that system administrators spend up to 40% of their time fighting fires, reducing their productivity and negatively affecting their organizations. "More and more Unix applications are...

...system information and take corrective action. SystemWatch even considers such factors as time-of-day, user id, and the affected systems to determine its action. SystemWatch "learns" which alert conditions are...

...of systems without becoming a system burden. An Example of How SystemWatch Saves Money One user of SystemWatch reports that he has SystemWatch monitoring 159 printer processes. If a printer process...

...system action, and restarts it, all without administrator intervention. Each time this occurs: The end user does not have to go to the printer, discover the outage, return to his desk and reprint the document A HELPDESK call is eliminated An administrator call is saved Ten minutes of time for creating a...

...saved Thirty minutes of printer station downtime is avoided A call back to the end user is eliminated What does this save? This customer reports that he now has eliminated two to five printer outages daily. Over a year...

...that the saving can be even greater if just one missed shipment is

eliminated! The customer achieved ROI in only two days! Price and Availability SystemWatch pricing begins at \$695 including...

...storage management, fax management, distributed systems management, security, connectivity, and integrated office automation needs of users worldwide. They offer a full range of professional services to assist users in maximizing their software investments.

16/3,K/17 (Item 8 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2009 Gale/Cengage. All rts. reserv.

02782133 Supplier Number: 45645727 (USE FORMAT 7 FOR FULLTEXT)  
BPR SPECIAL REPORT: Best Practices and Technologies for Change Management  
Best Practices Report, v2, n1, pN/A  
July 1, 1995  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Professional  
Word Count: 3987

... consuming formality; and in general as an imposition. There are three basic approaches to changing users' minds. The first is by demonstrating that the process will not, in fact, be onerous...

...looking at trying to use a purchased tool and put a system together that is user-friendly, and easy for somebody to use and get at. Over time, we found that...

...Foote--Sr. SEM Engineer, ITRON, Inc. "You also have to do a little bit of marketing, and point out the benefits. Say, 'If you'll cooperate with us on this and...

...Research Center Integration With Configuration/Inventory and Help Desk Management One analyst we spoke with argued that effective change management makes configuration management obsolete because, if you know everything that has...

...this is fantasy. In reality, most managers find it difficult to keep even rudimentary inventory databases current, much less configuration databases. Nevertheless, thorough change tracking can assist in keeping track of inventory and configuration. Automated change...

...can assist in this process. Another obvious integration point for change management is with the help desk. At the very least, help desk personnel should be informed of changes, so that they can correlate problem calls with those...

...What did you change? What was changed?" The change management process gives people on the help desk--the people trying to do diagnostics and correct problems-- information about things that might have...

## **V. Additional Resources Searched**

Searches were done in two template files not available through DIALOG, the Internet and Personal Computing Abstracts and the Financial Times, but there were no good results.